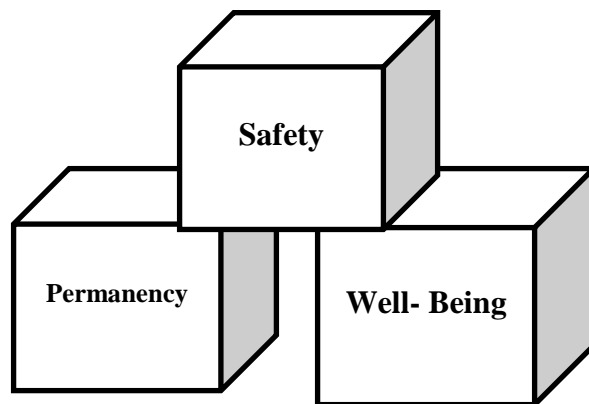
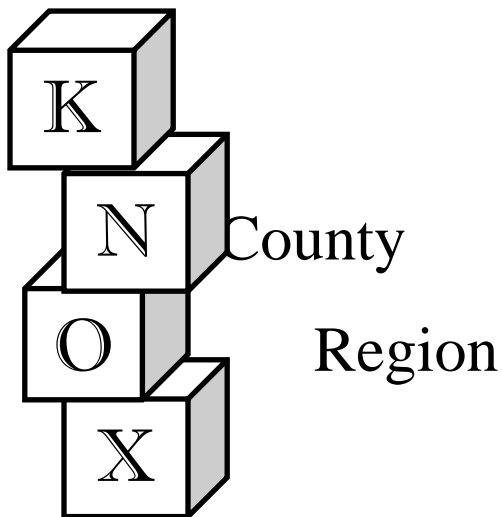


# Department of Children's Services

*Community Resource Guide*



## ***DCS Mission Statement***

*"Ensure forever families for children and youth by delivering high-quality, evidence based services in partnership with the community"*

Department of Children's Services  
State of Tennessee  
Knox County Region

The Department of Children Services recognizes that in the Knox County Region we are fortunate to have a number of great agencies, institutes, churches, and faith based organizations with a common goal - to serve the Knox County Region.

Each of these great organizations in this directory strives to serve and support individuals and families and the community at-large. This resource directory does not include every possible resource in the Knox County Region, however it does contain a great number of services utilized by the families we have and will continue to serve. Several of these organizations also produce very comprehensive community resource directories such as Compassion Coalition's Salt & Light Guide and Knoxville Knox-County Head Start / Early Head Start Program.

At The Department of Children Services we envision providing the best available and appropriate services to all children and families in need of services in The Knox County Region. If you would like your organizations information to be added to this directory, please contact our office @ 865-329-8879.

Resource Linkage Services  
Knox County Region

## **EMERGENCY NUMBERS**

### **CHILD ABUSE HOTLINE:**

Department of Children Services

**PHONE: 1-877-237-0004**

Adult Protective Services

Phone: 1-888-277-8366

Ambulance, Fire, Police

Phone: 911

Knoxville City Service

Phone: 311

Information & Referral Search

Phone: 211

Knox County Sheriff's Department

Phone: 865-215-2444

Knoxville Police Department  
Drug/Crime Hotline

Phone: 865-215-7000

Phone: 865-215-7212

Mobile Crisis- Adult

Phone: 865-539-2409

Specialized Crisis Services - Youth

Phone: 1-866-791-9224

National Domestic Violence Hotline

Phone: 1-800-799-SAFE  
(7233)

Poison Control

Phone: 1-800-222-1222

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### **Local Hospital Information**

<u>Area Hospitals</u>	<u>Switchboard</u>	<u>Emergency Room</u>
Turkey Creek Medical Center	865-218-7011	865-218-7112
Baptist Hospital for Women	865-218-6011	865-218-7111
Children's Hospital	865-541-8000	865-541-8458
Parkwest Medical Center	865-373-1000	865-373-1280
Fort Sanders Regional	865-541-1111	865-541-1285
TENNova Medical Center	865-545-8000	865-545-7955
TENNova North (Powell)	865-859-8000	865-859-1000
University of Tennessee	865-305-9000	865-305-9402

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\*This resource directory is scheduled for annual maintenance\*

5/2014 –RL

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## **A & D TREATMENT & Mental Health Programs**

### **Agape -Adults**

428 E. Scott Avenue, 37917

#### **Service:**

Agape is a residential therapeutic community staffed 24 hours a day by resident managers, Certified Substance Abuse Counselors, and client service personnel. Agape provides a home like environment for women recovering from chemical dependency and dependency related issues. Case management services are available. Office Hours: Monday – Friday from 7:30AM – 5:00PM (Admissions)

Phone: 865-525-1661 (Office)

Phone: 865-546-7577 (Admit)

Fax: 865-525-0318

### **Alternative Counseling Center -Family**

3105 Essary Drive, 37918

Website: [www.alternativeshrinks.org](http://www.alternativeshrinks.org)

#### **Service:**

ACC is an association of independent practitioners, working together as a team in one location. They provide individual family and group therapy, medication management, state certified IOP for sexual offenders, psychological testing, mental health assessments, alcohol and drug assessments, and psychosexual risk assessment. They also work transgender male and females. They have Groups against domestic violence and abuse, for men and women and groups for alcohol and drugs. Office Hours: Monday – Friday from 8:00AM – 7:00PM,

Phone: 865-687-8990

Fax: 865-687-1190

### **An Open Mind, LLC**

Life & Relationship Coaching

9111 Cross Park Drive, D200, 37923

Website: [www.anopenmindllc.com](http://www.anopenmindllc.com)

#### **Service:**

##### *Alcohol and Drug Assessments:*

\$75 for the SASSI assessment and written report.

Phone: 865-335-7812

##### *Anger Management:*

Classes' schedules vary on the number of individuals that sign up at a time. Otherwise services are available for males and females ages 10 and up, on an individual basis to provide anger management skills and communication, trust, expression of feelings, etc.

##### *Co-Parenting / Intimacy/ Relationship Coaching*

Working with co-parents (no matter what relation to the child) on how to decrease co-parenting issues that can negatively impact the child's future. / Working with couples to increase the level of intimacy in their relationships. This focuses on Physical, Spiritual, Emotional, Intellectual, and Social intimacy. / Working with males and females ages 12 and up on Quality Time, Communication, Compatibility, Conflict Resolution, Trust, Finances, Intimacy, and Long Term Goals. This approach differs from traditional therapy in the sense that it focuses on the present and future and believes in radical acceptance of the past. \*\*\*This is also offered as Pre-Marital Coaching with slight variations.

##### *Men's Pornography Group:*

This group is for men ages 18 and up who struggle with pornography or sexual addictions. The group is meant to give the men support and accountability from their peers as well as to help them learn strategies to break their addiction. This group is currently being held on Mondays from 5:30-6:30pm and the cost of the group is \$10 per person. \*\*\*These men are seen on an individual basis as well. \*\*\*

##### *Parent-Teen Coaching:*

Working with parents and their teens to build stronger, less turbulent relationships. This focuses on Trust, Independence and Control, Communication, Conflict Resolution, Understanding, Family Stability, Expectations, and Time.



Teen Adventure Group:

This group is for Tweens and Teens who have difficulty with social and relational skills. I use Adventure-Based Counseling in order to work with these kids on expression of feelings, problem-solving, anger management, trust, personal space and boundaries, communication, frustration tolerance, and so much more. This group currently meets on Wednesdays from 6:30-7:30pm. The cost of the group is \$10 per person.

Women's Group:

This group is for women ages 18 and up who have struggled with relationships in the past or are having problems in their current relationship. They will gain support from the other women and education on how to break the cycle of bad relationships. This group is currently being offered on Tuesdays at 7pm and the cost of the group is \$10 per person.

All genders welcome. GLBTQ Friendly \*We do not accept insurance\* Accept Cash, Check, or Credit. Work off of a sliding fee scale ranging from \$25 - \$80 per session. Groups are \$10.00 per person per group.

Office Hours: Tuesday – Friday between the hours of 7AM – 7PM

**Bradford - Adults & Adolescents**

301 South Gallaher View Rd Suite 300, 37919

Website: [www.bradfordhealth.com](http://www.bradfordhealth.com)

**Service:**

Bradford Health Services offers a wide variety of treatment options and services for assessment, detox-stabilization, and addiction therapy for pain management patients, intensive outpatient and residential hospitalization. Also serves pregnant women. Emergency consultation is available after normal business hours. Hours: 24 Hours; 7 Days a Week

Emergency Consultation Service - ECS is “hope on wheels” for individuals affected by chemical dependency issues. ECS is a community service program designed to assist your organization with placement assistance for persons in need of alcohol and drug services. Our goal is to provide on-site consultation at the referring agency’s location so as to ensure that all patients are seen in a timely manner. Trained ECS consultants are available 24 hours a day, seven days a week to meet with potential patients to provide information about services that will best serve their individual needs. ECS is a free service that forges a partnership with the community to better assist hurting patients and families.

**Buffalo Valley, Inc. - Adults**

501 Park Avenue South

Hohenwald, TN 38462

Website: [www.buffalovalley.org](http://www.buffalovalley.org)

**Service:**

Program provides affordable alcohol/substance abuse treatment to patients in need. Treatment services include job training, job placement assistance, GED training, case management, housing, and state of the art counseling to those most in need. Office Hours: Monday - Friday from 8:00AM – 5:00PM

**CADAS (Council for Alcohol and Drug Abuse Services)**

207 Spears Avenue - Adults & Adolescents

Chattanooga, TN 37405

Website: [www.cadas.org](http://www.cadas.org)

**Service:**

Program provides alcohol and drug treatment services for adults and adolescents. Adult services include intensive outpatient services available both in the morning and evening and residential services with 24/7 clinic care that provides respite, detoxification and therapeutic treatment services. Adolescent services are available for ages 13 to 18 for both genders. Adolescent program provides a full service treatment facility able to assist adolescents with substance abuse and severity of problems. Hours: 24 Hours; 7 Days a Week

**Camelot Care Centers**

103 Donner Drive, 37830

Website: [www.camelotcare.com](http://www.camelotcare.com)**Service:**

Camelot is an agency that truly cares about the well-being of family and children and we diligently work to keep children from having to leave their home with into state's custody or to a higher level of care. Camelot Care Centers offer a variety of program including:

- Intensive In-Home Counseling
- Outpatient Therapy
- Case Management
- Aftercare Services,
- Independent Living Skills Assessment & Training
- Chemical Dependency Treatment
- Trauma Focus Therapy
- Sexual Abuse Treatment (Perpetrators and Victims)
- Therapeutic Foster Care
- A to Z Tutoring

Office Hours: Monday – Friday from 9AM – 5PM

**Celebrate Recovery**

Cokesbury UMC

9919 Kingston Pike, 37922

**Service:**

Celebrate Recovery's goals are to help broken people feel good about themselves, experience sober thinking, and understand that "pain" has exceptional value as a "touchstone of spiritual growth." Celebrate Recovery is a Christ-centered, Biblically-based program for individuals and family members struggling with emotional distress and additive issues. Through fellowship, dynamic worship, the 12 Steps & Biblical Comparisons, open-share groups, classes, step studies, and accountability friends – lives are changing. Meetings on Thursday Nights starting at 6:30PM with a free meal and Worship and classes follow.

**Counseling Services****Catholic Charities**

3009 Lake Brook Blvd. 37909

Website: [www.ccetn.org](http://www.ccetn.org)**Services:**

Catholic Charities Counseling Program is designed to benefit adults, adolescents and children. The program does not treat chemical dependency as a primary diagnosis, nor do we treat psychotic disorders. We work with persons having emotional, behavioral or adjustment issues. In working with children and adolescents, special emphasis is placed on exploring how emotions and behavior influence one another. Coping skills such as positive reinforcement, realistic, individual goal setting, and personal responsibility, are taught to clients of all ages. Counseling available for:

Individual Counseling  
Couples Counseling

Family Counseling  
Family Counseling

Phone: 865-481-3972

Fax: 865-481-0319

Phone: 865-693-0353

Fax: 865-693-9704

Phone: 865-323-4406

Phone: 865-304-0488

Email: [info@ccetn.org](mailto:info@ccetn.org)

**Cherokee Health Systems**

2018 Western Avenue, 37921

Website: [www.cherokeehealth.com](http://www.cherokeehealth.com)**Services:**

Cherokee Health provides an integration of behavioral health and primary health care services. The following services are included, but are limited to Behavioral Health Intervention, Individual & Family Therapy, Crisis Intervention and Alcohol & Drug use programs. Also serves pregnant women. Sliding schedule services are available for those who don't qualify with insurance or other program options. Office Hours: Monday – Friday from 8:00AM – 5:00PM

*Intensive Outpatient Group:* The goal of this level of treatment is to encourage acknowledgment that addiction could exist in your life and to provide tools for staying clean and sober.

*Relapse Prevention Group:* A support group for graduates of the IOP group, assisting members in maintaining sobriety and healthy lifestyles. The primary focuses of this group are relapse prevention planning and tools for remaining alcohol and drug-free.

*Individual Therapy:* Regular individual therapy sessions are required based on the treatment plan set by the therapist. These sessions will allow topics to be addressed that are more personal and not necessarily appropriate for group discussion.

*Parent-Child Interaction Therapy:* PCIT is a brief-term, innovative and personal approach that enhances parent-child behavior and empowers parents to use effective, consistent parenting strategies. PCIT is designed for parents or caregivers with a child who is 2-7 years old and has challenging behaviors. PCIT has been successful with children who: Refuse/defy adult request, annoy others on purpose, disrupt daycare or school settings, destroy daycare or school settings, destroy things, start fights/hurt others and engage in power struggles. PCIT provides caregivers with a concrete and structured plan on how to manage their children.

**Complete Counseling North**

4420 Whittle Springs Road, Suite B, 37917

Website: [www.ccknoxville.com](http://www.ccknoxville.com)**Services:**

Complete Counseling brings to Knoxville comprehensive mental wellness choices. Most any insurance provider is accepted. They provide the following services: medication management, psychological evaluations, family therapy, Men's Domestic Groups, Women's Domestic Violence Groups, grief counseling, etc. Office Hours: Monday – Friday from 8:30AM – 5:00PM

**Cornerstone of Recovery**

1214 Topside Rd, Louisville, TN 37777

Website: [www.cornerstoneofrecovery.com](http://www.cornerstoneofrecovery.com)**Service:**

Cornerstone of Recovery consists of three main facilities, each of which offers a different variety of services. Services range from assessment/observation, medical detox, adult in-patient and outpatient services, groups and therapy to young adult inpatient treatment program. Program Hours: 24 Hours; 7 Days a Week

**IOP Intakes:** 866-231-4477

Phone: 865-670-9231

Phone: 865-688-0661

Fax: 865-688-5780

Phone: 800-684-6614 (toll free)

## **Covenant Counseling**

2340 E. Magnolia Avenue  
P.O. Box 258, Mascot, TN 379806  
Services:

Phone: 865-254-6045  
Fax: 865-238-0331  
email: [donnamitchell@comcast.net](mailto:donnamitchell@comcast.net)

Covenant Counseling (CCCS) is a provider for the State of Tennessee working with C.O.N.N.E.C.T. Ministries which is an independent and neutral agency. In addition to providing mental health services with DCS, we also train attorneys, court systems and other community service organizations regarding mental health issues. Individual families can contact us as well; however, we prefer the involved agency to utilize our referral process. Services include, but are not limited to A&D Assessments, Mental Health Assessments, Anger Management/Conflict Resolution and Intensive In-Home Family Service. Office Hours may vary.

## **Cumberland Heights**

P.O. Box 90727  
Nashville, TN 37209  
Website: [www.cumberlandheights.org](http://www.cumberlandheights.org)  
Service:

**Intake Number:** 800-646-9998

Phone: 615-352-1757

### **Residential Programs**

Our residential programs begin with a thorough medical assessment to help us understand your physical needs and anticipate and treat any symptoms of withdraw. The residential program options described here are designed to treat your disease in the most clinically appropriate way. Our team of physicians, nurses, primary and family counselors, and case managers work closely to individualize treatment to your needs, with flexible length-of-stay recommendations.

### **The Men's Center**

The Men's Center offers gender-responsive treatment for adult men ages 18 and up. An interactive and action-based style of counseling creates accountability within a community of peers so you will feel challenged and supported at the same time.

Traditional Men's Program is based on a minimum stay of 30 days. This allows for in-depth exploration of how addiction has impacted your life and provides time to establish a foundation for lifelong recovery. Your counselor will guide you in identifying issues to be addressed in treatment and outline steps you need to take to establish that foundation.

First Step Men's Program is based on a 7-14 day residential stay, depending on your personal needs, followed by intensive outpatient services for four weeks. This lets you detoxify in a safe setting and work on the crises that brought you to treatment. You'll meet outpatient staff before you leave residential treatment and receive basic recovery tools to help you succeed in an outpatient setting.

Men's Extended Care Community is based on a 60 - 120 day residential stay. This program, which mirrors primary treatment in the Traditional Men's Program or other similar program, helps you identify and address core psychological issues that may sabotage ongoing recovery. It also allows you to practice a daily recovery program in a supportive setting that's less restrictive than primary care. Men come to the main campus every day for treatment activities and share transitional housing located one mile from the main campus. Active attendance and participation in the local 12-Step community creates a bridge between treatment and recovery community environment.

### **The Women's Center**

The Women's Center at Cumberland Heights provides a safe, home-like environment in women-only spaces with female staff. Because we know safety and community are key to your recovery, our program lets you explore at your own pace in a community of women who listen and support you as you find your voice. We deal with marriage and family problems, parenting concerns, body image, and violence issues with sensitivity and respect.

Traditional Women's Program is based on a minimum stay of 30 days. This gives you time to begin the healing process and understand how addiction has impacted your life. Your case manager and counselor will help you identify your strengths and support you as you learn how to use them in your recovery process.

First Step Women's Program is based on a 7 - 14 day residential stay, followed by a four-week intensive outpatient program. During your stay, we will help you detoxify and begin to develop a plan for your ongoing recovery. We will focus on providing you the tools and support necessary to be successful in outpatient treatment.

Women's Extended Care Community is based on a stay of 60 to 120 days. This longer period of time allows you to begin returning home to your roles as wife, mother, etc. We will explore the skill of balanced living, which is crucial for women accustomed to caring for themselves last. Therapeutic services are available on our main campus with transitional living fifteen minutes from campus.

### Specialty Services

Young Adults' Services are based on the fact that addiction interferes with normal development. The transition from adolescence to adulthood has many identity and relationship nuances, which present a unique challenge in recovery. Activities with these 18-24-year-olds are centered around developing a recovery identity and using 12-Step tools as a guide to relationship building. Both the men's and women's centers offer specialty services for young adults.

Relapse Prevention Services are designed for patients who have returned to active addiction following primary treatment and a period of recovery. Together we look at how thinking, emotions and behavior changed before the first episode of use. We design recovery plans to address these relapse triggers and develop support networks to aid in relapse prevention.

Professionals' Services provide help for physicians, dentists, nurses, attorneys, pilots and other professionals whose careers place them in high-stress, high-risk situations. We assess vocational needs and develop an advocacy plan in conjunction with licensing boards. In addition, groups with other professionals provide a supportive peer group for accountability. Our goal is to help the professional return to his or her career with a solid foundation for lifelong recovery.

### Still Waters

Still Waters is a 12-Step immersion program for men located in Lobelville, Tennessee. The program is based on Alcoholics Anonymous and Narcotics Anonymous principles of recovery and is taught using AA- and NA-approved literature, fellowship, group discussions, lectures and 12-Step meetings. The Still Waters program is a low-cost alternative to Cumberland Heights' more intensive residential programs, and is most appropriate for those with prior 12-Step experience who do not require medical/psychiatric care. Family services; including a monthly family program, are an integral component at Still Waters.

### Family Services

At Cumberland Heights, we believe family participation is so important that it's part of our primary mission statement. Addiction is a family disease and each family member deserves recovery. We offer a variety of services including family orientation, family education groups, individual family sessions, multi-family group sessions, and a formal four-day family program we strongly encourage families to attend. Cumberland Heights also offers one of the few children's programs in the country, serving ages 6 to 13 in a camp-like environment. A family counselor will contact those family members whom you choose to participate in your treatment. We encourage you to choose broadly because everyone benefits when families come together to heal.

**Dr. Penny R. Lukin**  
**Adult & Child Psychological Services**  
118 Huxley Road Suite 4, 37922  
Service:

Phone: 865-671-0780  
Fax: 865-671-0822

Treatment is tailored to each individual's, couple's, and family's situation. A variety of different treatment approaches are available depending on the problems presented. Specific techniques are used as needed within the context of a total treatment plan and therapeutic relationship. Office Hours: Monday – Friday from 9:00AM- 5:00PM

**Dr. Reginald Butler**  
2128 Cedar Greens Rd, 37914  
Service:

Phone: 865-207-1568

Provides group counseling, anger management, family counseling, and in-home parenting education.  
Office Hours: Flexible

**DRD Knoxville Medical Clinic (Methadone Clinic)**  
626 Bernard Avenue, 37921  
**DRD Knoxville Medical Central Clinic**  
412 Citico Street, 37921  
Service:

Phone: 865-522-0161

Phone: 865-522-2699

DRD is primary focus is substance abuse treatment services including detoxification, methadone maintenance, and methadone detoxification. Special programs are offered for pregnant/postpartum women. Services are outpatient and special language services are available. Self-payment available.  
Hours: Monday – Friday from 5:30AM – 2:30PM

**E.M. Jellinek Center**  
130 Hinton Avenue, 37917  
Website: [www.emjellinekcenter.org](http://www.emjellinekcenter.org)  
Service:

Phone: 865-525-4627

The E. M. Jellinek Center has been helping men with chemical dependence or co-occurring disorder issues to recover from the devastating cycle of addiction for over forty years. By expanding our services to include a residential treatment program we believe that we can provide a valuable resource to men who require this level of care.

**Florence Crittenton**  
1531 Dick Lonas Road, 37909  
Website: [www.fcaknox.org](http://www.fcaknox.org)  
Services:

Phone: 865-602-2021  
Fax: 865-602-2039

*ARC (Addiction Recovery Center)*

FCA's pregnant/post-partum intensive outpatient program that provides mental health and substance abuse treatment services to pregnant and parenting women. Office Hours: Monday – Friday from 8:00AM – 5:00PM

*Square One*

An intensive outpatient program (IOP) is a substance abuse treatment and rehabilitation program for adolescents ages 13 to 18. As a dual-diagnosis program, Square One seeks to serve young people dealing with addiction in conjunction with emotional and behavioral problems. Office Hours: Monday – Friday from 8:00AM – 5:00PM



### Youth Summit of Recovery

This program is designed to provide intensive evidence-based alcohol and drug treatment to adolescents, both genders ages 12 – 18. The residential program uses a structured seven day a week therapeutic environment to achieve rehabilitation. Office Hours: Monday – Friday from 8:00AM – 5:00PM

### **Health Connect America**

4303 Central Avenue Pike, 37912

Website: [www.healthconnectamerica.com](http://www.healthconnectamerica.com)

Service:

Phone: 865-274-7045

Fax: 865-249-8458

In-Home Family Preservation services that are short-term, highly intensive, home-based interventions designed to protect, treat and support families with at least one child at imminent risk of being placed in custody. These services may also be used to reunify a family when a child has been in an out-of-home placement. This level of intervention is needed to enable the child to return home and successfully remain there.

Intensive Outpatient Substance Abuse Program Health Connect America welcomes all clients for services related to alcohol and drug addiction, and in need of life enhancing recovery from co-occurring conditions. We expect that many clients presenting for treatment at our facility will have co-occurring issues and we will screen for these disorders. We provide options including integrated services related to alcohol and drug addiction and other behavioral health disorders. Our goal is to maintain an empathic, ethical, responsive and professional attitude in all phases of care and we are dedicated to creating an environment of opportunity choice and hope.

Outpatient Counseling HCA offers for both children and adults that present with substance abuse and/or mental health issues. Health Connect America offers a wide, comprehensive range of flexible and responsive interventions tailored to the individual child's and family's needs. Our team will accomplish this by performing a strength(s) based, behaviorally specific needs assessment. Health Connect America ensures that our services are responsive to cultural, racial, intellectual, economic, social, spiritual, and gender differences among families. We offer treatment for children and adults for the following conditions, in addition to many other issues:

- Depression
- Alcohol And Drug Counseling
- ADHD
- Grief
- Anger Management
- Bipolar disorder
- Autism Spectrum Disorder
- Oppositional Defiance
- Attachment Disorder

Case Management helps children and youth with severe emotional disturbances and their families plan, access and coordinates mental health and supportive services. Case Management services include, but not limited to:

- Facilitating inter-agency coordination and networking to assure the incorporation of a wide array effective services to assist the client/family;
- Coordinating educational and other appropriate services tailored to the needs of the client child(ren) and/or family such as parenting skills training; homemakers skills; family economics planning, mentoring services, tutoring services, or other similar services and training;
- Providing intervention and advocacy activities on behalf of the client child(ren) and/or family with schools, social services agencies, community services resources, and other appropriate entities;
- We ensure that our services are responsive to cultural, racial, intellectual, economic, social, spiritual and gender differences among the family; and that our services occur primarily in the family home at times most convenient for the family.

This program accepts TNCare, AmeriChoice and Blue Care. Office Hours: Monday – Friday from 9:00AM – 5:00PM

**Healthy Mind Counseling Service, Inc.**  
5410 Homberg Drive, Suite 14, 37919  
Website: [www.healthymindcounseling.com](http://www.healthymindcounseling.com)  
Service:

Phone: 865-588-3173

HMCS has been trained to listen thoughtfully—and to help you understand how to deal with your own difficulties. We can help you explore your alternatives and develop the coping skills you need to make this life a better one. Our expertise is the result of years of experience, extensive training, and a commitment to continuing education. To give our clients the customized care they need and deserve, we practice proven therapeutic methods based on the latest research. All types of services are available for individuals or families. Office Hours: Monday – Friday from 8:00AM – 5:30PM

**Helen Ross McNabb Center**  
201 W. Springdale Avenue, 37917  
**Children and Youth Center** 600 Arthur Street 37921  
Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)  
Services:

Phone: 865-637-9711  
Fax: 865-637-1278  
Phone: 865-523-8695

### **Mental Health Services**

#### **Outpatient Services –**

*Youth* - The Helen Ross McNabb Center provides outpatient mental health services at clinics located throughout East Tennessee. Outpatient mental health services are provided to children ages 2 to 21 who have a significant impairment in functioning related to a mental health diagnosis. Services include psychosocial assessments, therapy, medication services, and case management. The goal is to improve the client's overall functioning and to help identify any barriers that compromise the client's emotional stability.

*Adult*- The Helen Ross McNabb Center provides outpatient mental health services at clinics located throughout East Tennessee. Outpatient mental health services are provided to adults who have a significant impairment in functioning related to a mental health diagnosis. Services include psychosocial assessments, therapy, medication services, and case management. The goal is to improve the client's overall functioning and to help identify any barriers that compromise the client's emotional stability.

#### **Counseling/Therapy - Family**

Therapy services are an integral part of the integrated services provided by the Center's outpatient clinics. Clients are identified for therapy services after a psychosocial assessment is conducted at an intake appointment or at any other time during their treatment process. Therapy clients demonstrate a need to work out their life problems in a one-on-one relationship with a helping professional. Each therapy session is tailored to the needs of each client.

#### **Psychiatric Medication Services - Family**

Psychiatric medication services provide an initial psychiatric evaluation and ongoing pharmacotherapy. Clients are seen at least once every two to three months by their prescriber, in coordination with a nurse. During these appointments, the client's current mental health needs and symptoms are addressed, medications are reviewed for efficacy vs. side effects, and various community resources are reviewed. In between scheduled appointments, clients can access a nurse and doctor through the Center's medication concern call system. Our nurses, social workers and psychiatrists provide on-going psycho-education, support, and guidance to clients taking psychotropic medications.



### Case Management - Family

Case managers are bachelor's level staff that provide linkage and referral services, interfacing with various community agencies involved with the client. Case managers make home and school visits to support the client in these environments approximately two to four times a month, depending on the client's need. During visits they provide behavior management techniques for home and school environments, advocate for clients needing assistance obtaining basic life needs (food, shelter, clothing, medical treatment), and ensure compliance with mental health medication needs.

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### Assisted Outpatient Treatment

Assisted Outpatient Treatment delivers community-based mental health services under court order to individuals with severe mental illness who have demonstrated difficulty adhering to prescribed treatment on a voluntary basis. AOT is the combination of a court order and community-based psychiatric services. Clients are court ordered into the program after evidence has demonstrated that if left untreated, the severity of their mental illness could lead to either significant decomposition or harm.

Services provided:

- |                             |                             |
|-----------------------------|-----------------------------|
| • Intensive case management | • Alcohol and Drug services |
| • Nursing                   | • Vocational services       |
| • Therapy                   | • Medication                |

### Behavioral Health Safety Net-Adults

The Behavioral Health Safety Net of Tennessee is a program created by the State of Tennessee and the Tennessee Department of Mental Health/ Substance Abuse Services (TDMHSAS) to provide mental health treatment to individuals who have no access to health care due to lack of health insurance. The Behavioral Health Safety Net Program provides outpatient medication management, community-based case management, and individual therapy services. The program also assists participants in obtaining their psychotropic medications at no out-of-pocket cost via Pharmaceutical Assistance Programs (PAP's).

### **Eligibility Information:**

- Axis I Mental Health Diagnosis (identified as priority population)
- Household Income at or below 100% Federal Poverty Level
- Tennessee Resident for the past 6 months and United States citizen
- Lack of TennCare or commercial insurance coverage (Medicare coverage is acceptable)
- No access to VA benefits
- The consumer is not currently an inmate

### ChildNet East Tennessee- Youth

ChildNet East Tennessee is funded through private donations and allows the Center to provide mental health services to uninsured or underinsured children.

### Comprehensive Child and Family Treatment- Youth

The Comprehensive Child and Family Treatment (CCFT) program is a high intensity time limited service designed to: provide stabilization; deter the "imminent" risk of state custody for the child; and, assist the child in State Custody to maintain his/her status in the current placement and the least restrictive level of care. Normally, the member is seen several times a week and services and supports are available 24 hours a day, seven days a week. This includes availability of crisis respite services, and crisis response services. The primary goal of CCFT is to reach an appropriate point of stabilization so the member can be transitioned to CTT or other clinically appropriate services. CCFT services are more treatment oriented and situation specific. They focus primarily on short-term stabilization goals with the intent to transferring the child/adolescent to services that will provide long-term stability for the child/adolescent and family

### Continuous Treatment Team - Youth

The Continuous Treatment Team (CTT) provides intensive services to children and youth who are diagnosed as seriously and persistently mentally ill, and identified as at imminent risk of potential hospitalization or other therapeutic out-of-home placement. Program components include case management, individual and family therapy, group therapy, and psychiatric services. Comprehensive services include therapeutic intervention, skills building, medication management, school intervention, crisis intervention and stabilization, advocacy, and referral assistance. The goals of the program include symptom reduction, restoration of functioning, reduction of inpatient placements, and maintaining and improving the quality of life for these young people. Many services are delivered in the home or other natural setting.

### In-home Counseling - Youth

The Connections program is a community based program which brings services to the clients either in their homes or in other public community settings. The focus of this program is to reduce symptoms that interfere with daily living as well as to work towards family preservation. This program serves TennCare and Dept. of Children Service clients in Knox and surrounding counties by providing adults, children, and families with wrap-around services.

Services provided include:

- Case Management
- Individual Therapy
- Family Therapy
- Psycho-education

### Intensive Case Management- Adult

The Intensive Case Management program offers case management, medication management, crisis intervention, advocacy and goal oriented therapy services. Intensive case management clients have access to on-call crisis services 24 hours a day, seven days a week.

### Intensive Case Management -Youth

Changes is an intensive case management program that serves children and their families who have behavior or emotional concerns, who are 18 years of age or younger, and who are currently enrolled in school. The goal is to see each child and/or family at least once per week with an average of 4-6 hours of direct care per month. Case managers are able to see the children in multiple settings including school, home, or daycare. Our goal is to help the family and child become self-sufficient in their environment; therefore we attempt to involve the child and family in their own community.

### K-Town Youth Empowerment Network -Youth

K-Town Youth Empowerment Network is a system of care designed to help youth currently accessing several community services transition successfully into adulthood. This program is collaboration between Tennessee Voices for Children, Centerstone Research Institute, and Tennessee Department of Mental Health and is funded by the Substance Abuse Mental Health Services Administration.

### *Mental Health Services-Intensive Long-term Support -Adults*

The Intensive Long-term Support program is a mental health residential program that provides twenty-four hour residential care with a treatment and rehabilitation component. Coordinated and structured services are provided for adult service recipients and include: psychiatric services, nursing services, case management services, wrap-around and recovery services, transportation services, and personal care services (i.e. linkage and referral to outside medical/dental/vision care).

#### **Eligibility Information:**

- Age 18 or older
- Recipient of inpatient psychiatric treatment services and discharged from one of the State RMHI's or SCP's
- Axis I Mental Health Diagnosis
- Able to perform basic self-help activities including eating and bathing
- Able to care for their own possessions and maintain their bedroom in a reasonable state of orderliness and cleanliness
- Able to recognize danger or threat to personal safety
- Able to live comfortably within any limitations in the structure of the facility
- Generally able to maintain appropriate behaviors tolerable to the community

### *Program for Assertive Community Treatment (PACT)-Adults*

The Program for Assertive Community Treatment (PACT) is designed to help adults with severe mental illnesses reduce or eliminate their symptoms, function in the community, live independently and reduce hospitalization. The program provides intensive, direct care and services are available 24 hours a day, seven days a week to these clients. Services are delivered primarily in the home and in the community, which enhances accessibility and the comfort level of clients.

PACT offers case management service, medication management services, crisis intervention, advocacy, group therapy, and goal-oriented therapy services. Depending on the individual's needs, PACT has the capacity to see clients daily. Individuals active in PACT attend medication appointments on a monthly basis and have available to them on-call crisis services 24 hours a day, 7 days a week.

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### **Crisis Services-**

#### *Crisis Stabilization Unit- Adults*

The Helen Ross McNabb Center's ***Crisis Stabilization Unit*** (CSU) provides non-hospital facility-based services that render short-term treatment to facilitate access to services and stabilization to prevent acute psychiatric hospitalization. The CSU will provide these services on a voluntary status to adults (18 years and older) who have been diagnosed with a mental illness and/or co-occurring disorders that are experiencing a behavioral health crisis.

#### *Medically Monitored Crisis Detoxification- Adults*

Medically Monitored Crisis Detoxification is a short-term program designed to meet the stabilization needs of someone who is experiencing a psychiatric crisis who is likely to go into withdrawal in the next 72 hours. The protocol for medical detoxification typically lasts 6-12 days.

#### *Mobile Crisis Unit -Adults*

Mobile Crisis Unit (MCU) provides a 24-hour crisis response system for individuals experiencing a behavioral health crisis. The program provides assessments, triage, and access to appropriate levels of care. Triage staff will determine if the caller needs to be seen face to face. If it is determined that the person in crisis needs to be seen, a master's level clinician will meet with the client in person or via telemed to determine level of care needed.

### Sexual Assault Center of East Tennessee –Older Youth & Adults

The Sexual Assault Center of East Tennessee was founded in 1973 as the Knoxville Rape Crisis Center and remains one of two comprehensive, community sexual assault agencies in the state of Tennessee; serving 15 counties. The mission of the SACET is to provide excellent and compassionate services for survivors of sexual assault and to empower communities through education and social change.

#### **SACET has four program areas, which include:**

- Sexual assault nurse examinations
- Advocacy
- Therapy
- Prevention education

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### **Criminal Justice -**

#### Criminal Justice Mental Health Liaison-Adults

The Criminal Justice/Mental Health Liaison is a statewide community-level project that focuses on issues affecting adults who have serious mental illness and are involved in the criminal justice system. The goals of the project are to reduce the number of adults with mental illness in the jails and to facilitate communication and the coordination of activities between the community, the criminal justice and mental health systems. Services are provided at all levels of the criminal justice process. These include early identification of persons with mental illness, diversion, continuity of care while incarcerated, and consultation with the court regarding course of action. We also help plan for release through outcome monitoring, training and education.

#### Forensic Services-Adults

Forensic Services provide court-ordered evaluations for competency and insanity defense for defendants in Knox County Criminal, Juvenile and General Sessions Courts. A team of state-certified forensic examiners conducts evaluations to determine the defendant's competency to stand trial and/or the mental condition of the accused at the time of the alleged offense.

#### Women's Justice and Mental Health Collaboration-Adults

Women's Justice and Mental Health Collaboration is a grant funded through the Bureau of Justice Administration. The program serves women in the community who have mental health and co-occurring disorders and are significantly involved in the judicial system. The overall goal is to divert arrests and reduce incarcerations and to assist the women in accessing the appropriate services to maintain tenure in the community.

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### **Juvenile Justice Services-**

#### Innerchange -Youth

Innerchange program serves youth ages 12-18 who are on probation and live in Knox County. Services provided include case management and group counseling.

Innerchange is a cooperative effort with the Knox County Juvenile Court

#### Home Base- Youth

Home Base is an intensive probation program for juvenile offenders, ages 12 to 18, who are on "suspended commitment" (commitment to the state is suspended in lieu of participation in this program) to the Department of Children's Services. The program's goal is to improve and strengthen the family unit, which assists the youth to remain at home and in their community and avoid placement in state custody.

### EXIT- Youth

EXIT is an intensive aftercare program for juvenile offenders committed to custody of the Department of Children's Services (DCS). The focus of EXIT is to help prevent a return to jail and to help ensure a successful reintegration into the community. EXIT counselors work with the youths and their families during and after incarceration and also with the DCS, Knox County Juvenile Court, local law enforcement and schools to enforce probation expectations and monitor compliance.

### Mountain View Correctional Services - Youth

The Mountain View Services program provides mental health services to youth residing at Mountain View Youth Developmental Center in Dandridge, Tennessee. This developmental center serves youth who have been committed to the custody of the Department of Children Services following conviction of felony crimes. Youth are referred by case managers at the facility and then assessed to determine appropriate treatment services.

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## **Rehabilitation & Recovery Services-**

### Individual Placement and Support/Supported Employment -Adults

The Helen Ross McNabb Center's supported employment program utilizes an evidence-based practice known as Individual Placement and Support (IPS), which was developed through the Dartmouth Psychiatric Research Institute. The purpose of the program is to promote recovery from serious mental illness through work. IPS services include assessment, engagement, job placement, job coaching, and follow along supports. All clients are referred to an external provider for benefits counseling.

The program is housed at the Friendship House in Knox County and is part of the Center's recovery division. IPS services are currently funded through TDMHSAS and Vocation Rehabilitation. Requests for service can be made by the individual seeking services, family members/friends, various community providers, and/or Vocational Rehabilitation.

### Peer Support Centers- Adults

The Helen Ross McNabb Center operates two peer support centers in East Tennessee. Peer support centers are client-run rehabilitation service for adults with mental illness funded through a variety of State and local community grants. Three main goals of peer support centers are education, socialization, and support. The Helen Ross McNabb Center's peer support programs serve as a safe place for mentally ill adults to come build relationships, develop socialization skills, become involved in the community, and expand their support system.

Members are taught independent living skills, job training skills, and have a variety of community resources at their fingertips. This program provides transportation to members who are unable to navigate the public transportation system, as well as a daily meal. The Friendship House requires no financial obligation from its members at any time. All meals, supplies, activities, and transportation are free of charge, as the Friendship House serves primarily low income members of Knox, Hamilton and surrounding counties.

Certified Peer Support Specialists (CPSS) are provided to aid members in their recovery. Certification is funded by TennCare and Behavioral Health Safety Net and is obtained by the Tennessee Department of Mental Health and Substance Abuse Services. Members also have access to a **Peer Wellness Coach**. The Peer Wellness Coach is an affiliate of the *My Health, My Choice, My Life* program, a groundbreaking health and wellness initiative in Tennessee. Its leaders have had personal experience with psychiatric, and/or co-occurring conditions, and they offer a revolutionary line of services to help improve the lives of Tennesseans living with mental health and substance use conditions.

### Peer Wellness Coach - Adults

The Peer Wellness Coach is an affiliate of the My Health, My Choice, My Life program, a groundbreaking health and wellness initiative in Tennessee. Its leaders have had personal experience with psychiatric, and/or co-occurring conditions, and they offer a revolutionary line of services to help improve the lives of Tennesseans living with mental health and substance use conditions.

The My Health, My Choice, My Life team provides a wide variety of services to Tennesseans living with mental health and substance use conditions. The main services include a number of health related workshops such as the Chronic Disease Self-Management Program and Diabetes Self-Management Program which were developed at Stanford University. Participants walk away with the knowledge and tools to be able to better manage their own chronic conditions. They also offer Peer Wellness Coaching which is comprised of individualized coaching sessions in which participants are encouraged and assisted in developing a personalized plan to improved health.

### Psychiatric Rehabilitation -Adults

The Psychiatric Rehabilitation program assists adults that are TennCare participants and who have a mental health diagnosis, by providing support and skills to help them function independently and successfully in the environment of their choice. The program promotes independent living and improving skill levels in educational, social , prevocational and leisure skills. We offer courses that encourage and improve leisure/social and interpersonal skills, daily living skills development, and vocational development.

#### **Psychiatric Rehabilitation Classes Include:**

- Anger Management
- Coping Skills for Depression, Anxiety, Bipolar, Schizophrenia
- Dealing With Conflict
- Dealing with Regret and Guilt
- Educating Families and Consumers about Mental Illness
- Educational Development
- First Job Survival Skills
- Health Awareness
- How to Become More Self-Confident
- How to Recover from loss
- Art Therapy
- Interviewing and Resumes
- Job Search
- Job Specific Skills
- Life Management Skills
- Money Management
- Personal Care
- Recovery classes
- Relaxation Skills
- Self-Esteem
- Stress Management

### **School Based Services-**

#### Bridges -Youth

Bridges is a school-based program that serves Blount County and Knox County. The program provides case management and counseling to reduce mental health symptoms that may interfere with education and daily living. The program is designed to teach students skills and help reduce symptoms that interfere in daily living through a systems approach that provides support/linkage to the multiple environments a child enters.

The goal of the program is to see each child/family a minimum of 3-6 hours a month, but this is also based on the type of service each child is receiving. The family is a major source of support for the child, and therefore one main focus is to bridge the gap between the home and school. Our goal is to help the family and child become self-sufficient in their environment; therefore we attempt to involve the child and family in their own community. We are available to assist with school, and/or court meetings, and visit the child at school to ensure that the child is functioning sufficiently in the school setting, with their current Individual Education Plan (IEP). If the child does not have an IEP, we monitor their academic functioning, and assist the family in gaining the proper school accommodations for any academic or behavioral difficulties the child may have.

The Knox County Bridges program is a part of Knox County Schools' *Community Partnership through Community Schools* program

## **Social Services -**

### **Homeless Outreach - Adults**

PATH-The Project for Assistance in Transition from Homelessness (PATH) provides services to homeless individuals who have severe and persistent mental illnesses. To qualify for the program, an individual must have a history of mental illness, be homeless or at risk for homelessness and must reside within Knox County limits. Outreach workers help these individuals achieve stable lives by engaging them in mental health treatment and assisting them in securing affordable housing, supportive income and other basic necessities. By providing access to community services and ensuring continuity of care, the program empowers mentally ill clients to break the cycle of homelessness.

SOAR- is a program designed to aid homeless clients with severe and persistent mental illnesses with applying for and receiving SSI/SSDI utilizing the SOAR process. The SOAR process is a new process of applying for disability that is designed to target the specific needs of mentally ill population with which we work.

### **Housing Services -Adults**

Housing Services seek to provide permanent, safe affordable housing to individuals who are homeless and are experiencing symptoms of a mental illness. The Helen Ross McNabb Center currently offers 140 units of housing in Knox and Hamilton counties. These housing units consist of permanent supportive housing, transitional housing, and Supportive Living Facilities.

### **Inpatient Targeted Transitional Support - Adults**

The Community Inpatient Liaison serves as an on-site liaison for inpatient hospitals, including Peninsula and Ridgeview psychiatric hospitals, to assist in accessing ITTS funding for individuals who are in need of housing and access to other community resources. The Community Inpatient Liaison provides side by side assistance, as needed, for clients to assist in linkage to community mental health outpatient providers and appointments.

## **Substance Abuse & Co-Occurring Services -**

### **Adolescent Prevention Program- Youth**

Life Skills Training - LST program provides substance abuse and violence prevention counseling to high-risk children in grades six to nine. Children enrolled in the 14 week program learn skills to cope with anxiety and stress, manage anger, effectively communicate, and build defenses against peer pressure.

Strengthening Families Program - Is a 14 week parenting and family strengthening program for high-risk families with children ages 12-16 years old. The families will learn effective communication and parenting skills, how to cope with anger and conflict, and dangers of substance use.

### **Adolescent -Community Reinforcement Approach-Youth & Adults**

A-CRA is an outpatient community-based case management and counseling program designed to serve clients with Co-occurring issues. The evidence-based program teaches adolescents and their caregivers how to identify, acquire and utilize reinforces and positive coping skills for staying substance free, how to use community resources to support positive change and how to develop a positive support system within the family. ACRA clinicians also address the important role of continuing care following an active phase of treatment by monitoring, reinforcing & providing support for skills learned in treatment.

### Redirections & Intervention - Youth

Redirections is an after-school intensive outpatient program for teens 13-18 who have substance abuse and/or co-occurring issues. The program provides group psycho-education and therapy Monday-Thursday for 3 hours per day in Knox and Hamblen (and surrounding counties.) Family participation is an essential component to the program. Clients learn and practice skills in communication, problem solving, conflict resolution and refusal techniques in response to peer pressure. They are also involved in experiential exercises, introduced to community support groups and engaged in the development of a personal recovery plan. Groups are supplemented by individual therapy and case management as needed and after-care services are provided upon graduation from the program. Clients typically receive 8-10 weeks of IOP prior to stepping down to a lower level of care.

Re-directions also provides case management for clients with co-occurring disorders who are NOT enrolled in the IOP. These services may be used for after-care, continued support post-residential, or as a lower intensity of care prior to the need for IOP. The **Intervention Program** meets one hour per week for six sessions offering psycho-educational classes and supportive groups.

### Residential Services - Substance Abuse & Co-Occurring Services- Youth

The Helen Ross McNabb Center operates four residential facilities in East Tennessee. The residential setting provides treatment for adolescents, ages 13-18, for alcohol and drug abuse or dependence coupled with mental illness (if present). Clients receive evidenced based and evidenced informed treatment models including individual and family therapy, group process therapy, dialectical behavior skills group, and trauma-focused cognitive-behavioral therapy. Families are encouraged to participate in therapy and visitation sessions and in relapse prevention plans. Clients learn new coping strategies and how to manage their symptoms. Priority populations are IV drug users and returning clients. Registered nurses, child psychiatrists, therapists and case managers are staffed at each residential facility.

#### **Residential facility locations:**

- **Gateway Center** in Louisville, TN
- **Hamblen County Residential Center** in Morristown, TN
- **Blount County Boys' Home** in Maryville, TN
- **Katie Miller Girls' Home** in Knoxville, TN

#### **Benefits to the Helen Ross McNabb Center's Residential Programs include:**

- Adventure based programming with trained facilitators
- Accredited private schools / Time for physical activity
- 24 hour/ 7 day crisis intervention
- Ability to complete community service hours
- A strengths-based re-education behavior modification program
- Thorough and client centered assessment and diagnosis
- Client and family centered treatment planning
- Weekly treatment teaming of progress/ Family consultation weekly

### Intensive Outpatient Services -Adults

Intensive Outpatient Programs (IOP) offer gender specific counseling sessions for both co-occurring diagnosed and chemically dependent adult men and women. Each program provides 12 hours of structured programming per week that includes group therapy and HIV and substance abuse education.

### Medical Detoxification - Adults

Medical Detoxification is a short-term program designed to safely manage the withdrawal signs and symptoms of someone who has been using one or more substances. The protocol for medical detoxification typically lasts 6-12 days.

### Substance Abuse & Co-Occurring Services



### Residential Rehabilitation -Adults

Residential Rehabilitation is a twenty-one to twenty-eight day residential program designed to educate, inform and provide substance abuse treatment in a group format with some individual sessions. Overseen by a medical director, the program provides a team of clinicians (program counselors), milieu counselors and nurses to interact with those who are seeking assistance with substance abuse issues.

### Women's Liaison Program -Adults

Women's Liaison Program serves Knox County women, age 18 and older, who need addiction/recovery services. The liaison provides intensive case management and comprehensive wrap-around services to enhance addiction/recovery treatment and help ensure a return to productive, drug-free living.

### **Hope of East Tennessee, Inc.**

188 Raleigh Rd. Oak Ridge, 37830

Website: [www.hopeofet.org](http://www.hopeofet.org)

Service:

Phone: 865-482-4826

Intensive Outpatient Program offers an educational group program, aftercare, individual counseling, and special focused groups such as relapse prevention and co-occurring disorders. Our intensive outpatient program offers daily groups that meet for three hours four times weekly over 8 weeks. Each session includes education about addictions, learning and practicing coping skills needed for lasting sobriety, and group therapy. Strong emphasis is placed on the use of 12 Step programs for support and principles for change. Intensive Outpatient Treatment is available to indigent clients as well as those having TennCare coverage.

Opportunity House is a recovery residence which operates as a therapeutic community. The term therapeutic community means that much of the decision making power is in the hands of the men who live there. The principle of peers helping peers has been established to be one of the most effective models of recovery. At Opportunity House, this principle is practiced by placing the responsibility for each person's recovery with the individual and the group. Peers help each other as they help themselves. Decisions regarding privilege levels, discharges, etc. are made by the staff. Each resident has a thorough assessment completed after admission, is assigned a primary counselor/case manager, and begins a specialized course of treatment depending on needs and problems. The length of stay can be as long as 90 to 120 days needed to accomplish the treatment goals. Our weekly fee of \$110.00 covers room, board, and counseling provided at the residence. Drug screens are included. A drug screen is performed at admission and randomly or "for cause" during the stay. Office Hours: Monday-Friday from 8:00AM – 4:00PM

### **Integrus Counseling Center**

900 East Hill Street, Suite 115, 37915

Website: [www.integruscounseling.com](http://www.integruscounseling.com)

Service:

Phone: 865-898-0699

Integrus Counseling is committed to providing a harmonious environment that supports the dignity, wellbeing and growth of all clients. IC is also committed to providing these services at an affordable rate for all clients. Services are provided for anger management, divorcing parents' classes, individual & couple counseling, juvenile interventions groups, alcohol & drug assessments, and psycho-social assessments. Office Hours: Monday- Friday from 10:00AM – 7:00PM

**Life Changers Outreach**

Phone: 865-403-0149

202 Sugar Hollow Road, Pigeon Forge, 37863

Website: [www.lifechangersoutreach.com](http://www.lifechangersoutreach.com)**Service:**

Life Changers Outreach is a long-term residential discipleship ministry that deals primarily with individuals who struggle with various types of addiction including drugs, alcohol, anger, and depression. We offer a non-medical, non-psychiatric approach that focuses on achieving inner-healing for the deeper root issues of the heart through anointed worship and prayer, Christian mentoring, and Biblical studies. During the year that the students are here they will also learn different life skills such as Godly relationships, parenting, financial management, and work ethic. Our strong emphasis on daily prayer and worship creates an atmosphere for the Holy Spirit to move and set men and women free from their old life and empowers them to live a new & free life. Enrollment fee is required upon admission. Office Hours may vary.

**Mental Health Association of East TN**

Phone: 865-584-9125

9050 Executive Park Drive, Suite 104-A, 37923

Fax: 865-824-0040

Website: [www.mhaeadm.brinkster.net](http://www.mhaeadm.brinkster.net)**Service:**

MHA of East TN is dedicated to promoting mental health awareness, wellness, and recovery in our communities. MHA serves the community by collaborating with other agencies and professions to promote mental health; works for the understanding of mental illness through education; advocates for the strengthening of all mental health services. Office Hours: Monday – Friday from 8:30AM – 5:00PM

**Midway Rehabilitation Center**

Phone: 865-522-0301

1515 Magnolia Avenue, 37917

Fax: 865-522-6394

Website: [www.midwayrehab.org](http://www.midwayrehab.org)**Services:***Adult Residential Program*

Midway is a comprehensive extended care program offering a highly structured living environment for individuals re-entering the main stream of society. Residents progress through a Level System by completing course work and maintaining appropriate behavior. Evaluation of vocational, medical, behavioral and emotional needs provide the basis for treatment planning. Cost of the program is determined by the individual's income or the referral source's fee schedule in effect at the time of referral. All fees are approved annually by the Board of Directors. Program Hours: 24 Hours; 7 Days a Week

*Out-Patient Program*

Midway Out-Patient program offers a variety of different programs depending on the need of the client. Weekly process groups are conducted for people in recovery who need to focus on the day-to-day aspects of abstinence. Length of services varies according to each individual. Office Hours: Monday – Friday from 8:00AM – 5:00PM

**Moonpointe**

2210 Sutherland Avenue, Suite 108, 37919

Phone: 865-622-7116

Website: [www.FocusTreatmentCenters.com](http://www.FocusTreatmentCenters.com)

Toll free: 1-800-675-2041

**Services:**

Moonpointe is an Intensive Outpatient Program (IOP) facility covered by most insurance companies that serve women eighteen and older who struggle with food and weight. Moonpointe offers group treatment, as group connection and the building of healthy relationships are paramount to recovery. There are two different programs which last anywhere from 18 – 24 weeks.

- Anorexia and Bulimia Program
- Compulsive and Emotional Eating Program

**NAMI (National Alliance on Mental Illness)**

Phone: 865-602-7807

901 E. Summit Hill Drive, 1<sup>st</sup> Floor, Knoxville, TN 37939Website: [www.namiknox.org](http://www.namiknox.org)**Service:**

NAMI is a volunteer, nonprofit, self-help organization that offers support, education and information to the family and friends of persons with mental illness. NAMI provides classes that help families cope with the effects of mental illness, and advocacy in areas such as housing, insurance coverage and health services. Office hours vary.

**New Life Lodge (Adults & Adolescents)**

Phone: 866-836-8125

999 Girl Scout Road, Burns, TN 37029

Website: [www.newlifelodge.com](http://www.newlifelodge.com)**Services:***New Life Lodge*

New Life Lodge is a freestanding inpatient and outpatient substance abuse treatment facility serving male and female adults and adolescent patients. Treatment is tailored to meet the needs as presented by the individual seeking treatment. The multidisciplinary staff of New Life Lodge provides a continuum of services including comprehensive evaluations, 23 hour observation, medically-managed detoxification and rehabilitation, day treatment, intensive outpatient, and transitional living programs. Office Hours: Monday –Friday 9:00AM – 5:00PM

*New Life Recovery*

Additional services offered are three off campus sites.

**Cookeville**

102 South Cedar Street  
Cookeville, TN 38501  
931-520-4270

**Jacksboro**

188 Indian Mound Circle  
Jacksboro, TN 37716  
423-566-2437

**Knoxville**

4028 Papermill Road  
Knoxville, TN 37919  
865-330-9955

**Services include:**

- Adult and Adolescent Substance Abuse Intensive Outpatient Treatment
- Outpatient Opiate Detoxification and Treatment
- CCFT (In home behavioral health) Services
- On site court/legal/DCS alcohol and Drug Assessments (at no cost)
- A& D Consultation Services (schools, work place, hospitals)
- A&D Education Classes (one-hour classes for 10 weeks)

**Omni Community Health**

Phone: 1-877-258-8795

Website: [www.omnicommunityhealth.com](http://www.omnicommunityhealth.com)

Fax: 1-800-309-1601

**Service:**

Omni Community Health is a full-service, statewide behavioral health organization helping to heal children and adults, ages, two to 92. Our mission is to be the provider of choice for people and agencies needing innovative, quality family and community services which improve lives, by people taking care of people. Office hours: vary

*Comprehensive Diagnostic & Evaluation Services*

Identification an individual or group's problems by examination of experiences or issues.

*Individual, Family & Couples Therapy*

Assessment of experiences or issues followed by the treatment and healing of an individual or group.

*Group Therapy*

Therapy which brings together a group of people experiencing similar things to realize they're not alone.

### Case Management

Services by a designated professional for the assessment of need and implementation of care plans

### Play Therapy

Program which uses the way children learn about themselves to help them deal with life difficulties

### Medication Management & Evaluation

Program to find the optimal level of medication to aide those in the recovery process.

### Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

Therapy to help children and families overcome difficulties associated with abuse and trauma.

### Wraparound In-Home Services

Assessment of an individual or a family's therapeutic and social service needs and delivers support to help keep families intact.

### Relative Caregiver Program

Regional support network for children who are at risk of or have been the victim of abuse and neglect.

### School-Based Intervention Services

Behavioral support and intervention services for school systems

- Some Services are limited to specific programs and/or locations.
- This program is funded under an agreement with the Department of Children's Services
- All major forms of payment accepted, along with TennCare and most other insurances.

### **Parent – Child Services Group, Inc.**

1225 E. Weisgarber Road, Suite 108, 37909

Phone: 865-584-5558

Fax: 865-584-6607

Website: [www.parent-childservices.com](http://www.parent-childservices.com)

Service:

This group offers physical therapy, psychological analysis, psychiatry, educational development and many other children's services. By working closely as a team, and using multiple resources, the group aids one another in making a thorough diagnosis and taking the most comprehensive steps to treatment. Office Hours: Monday – Friday from 8:00 AM – 5:30 PM

### **Peninsula**

#### **Covenant Health**

Phone: 865-970-9800

P.O.Box 2000 Jones Bend Road

Louisville, TN 37777

Website: [www.peninsulabehavioralhealth.org](http://www.peninsulabehavioralhealth.org)

Services:

#### **Peninsula Hospital**

##### **Inpatient Hospitalization**

Peninsula Hospital's inpatient program is designed to provide 24-hour nursing/physician care and crisis intervention/stabilization services. Individuals who are admitted into Peninsula Hospital often require medical observation and regulation of prescription medications. Some may seek help because they are severely impaired in their thinking or are suffering from thought disorder. Others may be a danger to themselves or others due to suicidal or homicidal thoughts or psychiatric illness.

### Adult Alcohol/Drug Treatment

(Inpatient Alcohol/Drug Treatment Program) Provides medically sound detoxification and addresses accompanying depression or other emotional problems. Peninsula interrupts the life-threatening disease of addiction, identifies contributing factors, and establishes a workable plan for a lifestyle that is free of alcohol and drug use.

### Adolescent Inpatient Program

Peninsula Hospital's Adolescent Inpatient Program includes a "levels system" for defining patient responsibilities and privileges, as well as rules, regulations and expectations of behavior. We create a strongly structured program for adolescents so we can immediately interrupt their negative behavior and conduct a thorough assessment. Peninsula's staff then develops a comprehensive treatment outline and implements a continuing care plan. In some specific circumstances a referral for longer-term residential care may be made to Peninsula Hospital's Basic Skills Unit.

### Children's Inpatient Services

Peninsula has developed separate treatment programs for children. These programs are designed for children who suffer from a learning disability/attention deficit disorder, behavioral problems or emotional difficulties stemming from a divorce, loved one's death, or other major stress factors. Our programs are designed to provide professional help, identify necessary resources and increase the chances of a better quality adolescence and adulthood.

### Child/Adolescent In-Home Services

Peninsula offers comprehensive in-home treatment services for children and adolescents, ages 5 to 18, who are suffering from emotional or behavioral health problems. By having this program brought to the home, parents and youth can learn to develop practical, effective methods of dealing with difficult situations, to better communicate with each other and to gain knowledge about emotional problems and alcohol/drug abuse.

### Peninsula Outpatient Centers

Phone: 865-970-9800

*Peninsula offers flexibility with outpatient treatment programs. These locations offer a variety of mental health and alcohol/drug programs. Services include medication evaluation and management, Intensive Outpatient Programs (IOP), Psychosocial Rehabilitation Programs, Individual/Family therapy, Case Management, and other extend services. Also serves pregnant women. Office Hours may vary per location.*

### **Outpatient Sites:**

The Lighthouse  
1451 Dowell Springs Blvd.

**Loudon-Outpatient Center**  
423 Medical Park Dr., Suite 400

**Blount- Outpatient Center**  
210 Simmons Street

**Sevier- Outpatient Center**  
1104 Foxwood Drive

Women in Treatment is an Intensive Outpatient program which focuses on women's issues in recovery and re-occurring disorders. This program is appropriate for **uninsured women age 18-64 who are in addiction**. Priority placement is given to pregnant injecting drug abusers, pregnant substance abusers and injecting drug users. The women must be uninsured or have exhausted available insurance benefits.

### **Psychological Clinic**

Phone: 865-974-2161

### **University of Tennessee**

1404 Circle Drive, Room 227, 37996

### **Services:**

The Psychological Clinic is a psychology training and research facility. Services include individual psychotherapy and counseling, marital and family therapy, child therapy, group therapy, and psychological testing for both children and adults. Fees are set based on a sliding scale. Office Hours: Monday – Thursday from 8:00AM – 8:00PM and Friday from 8:00AM - 5:00PM

**Recovery at Cokesbury**

Phone: 865-246-0449

9919 Kingston Pike –Main Campus, 37922

**Service:**

RAC is a Biblically based program of recovery for individuals and/or their families suffering from addictions and/or emotional distress. RAC meets every Thursday night in Epworth Hall at the North Campus. Meal provided at 6:00pm. The service begins at 7:00pm. We then hear a testimony of recovery, read the 12 steps and Biblical comparisons. We hear a message that combines recovery principles with God's word. Each week there are 15-16 small groups meet at 8:15pm.

**Scarab Behavioral Health Services, LLC**

Phone: 865-540-1042

(Adolescent Psycho-Sexual Program)

603 Main Street Suite 1000, 37902

**Service:***Adolescent Psycho-Sexual Program*

An intensive in-home treatment for adolescents with inappropriate and abusive sexual behaviors. Scarab will provide services and safety planning in the client's home, school and community as indicated by the client's needs. Parents also receive some educational instructions. Office Hours Monday – Friday 9AM – 5PM.

*Applied Behavior Analysis Program*

- In-home intensive behavioral supports for children and youth with a Developmental disability and/or acquired neurologic disability and co-existing mental health issues.
- School-based consulting for students with challenging behaviors as a result of neurologic disability, such as, Traumatic Brain Injury, Autism Spectrum Disorder, etc.
- Training for school-based personnel regarding behavioral assessment, supports and interventions for students with challenging behaviors as a result of neurologic disability, such as, Traumatic Brain Injury, Autism Spectrum Disorder, etc.

**Sharon Lambdin, MS LPC**

Phone: 865-323-4706

719 Graham Way, 37912

Website: [www.sharononlinecounseling.net](http://www.sharononlinecounseling.net)**Service:**

In-Home Counseling provides a system approach to counseling with a cognitive-behavioral focus which treats the whole person and the family in the context of their environment. In-Home Counseling helps clients who have trouble getting to a counseling center due to such difficulties as finding transportation or a babysitter. Office hours may vary.

**Steps House, Inc.**

Phone: 865-573-7152

P.O. Box 23202, 37933

Fax: 865-609-9291

712 Boggs Avenue, 37920

Website: [www.stepshouse.net](http://www.stepshouse.net)**Service:***Residential Recovery Support Program*

Steps House offers a residential recovery program for men over 18 years old with substance abuse and/or chemical dependency issues. This community-based, group living situation is designed to break the cycle of homelessness. It also provides a strict, disciplined environment that is a highly structured course on recovery from addiction, life skills, discipline and responsibility. Program Hours: 24 Hours; 7 Days a Week

Veterans Service Program

Phone: 865-609-2829

Our GPDO (Grant Per Diem Only) Homeless Program is licensed by the State of Tennessee, Department of Mental Health and Developmental Disabilities as a supportive living facility. This program is a collaborative effort between Steps House and the Department of Veteran's Affairs and is designed to help end the cycle of homelessness among our nations Veterans. Steps Program utilizes a multitude of services within the VA as well as community based services in order to provide a holistic, comprehensive approach to addressing each veteran's problems.

**Southern Star Shining Ranch**

Phone: 865-281-2211

6356 Stephens Quarry Lane, Corryton, 37721

Website: [www.SouthernStarShiningRanch.com](http://www.SouthernStarShiningRanch.com)

Service:

SPURS & STARS Cowboy Youth Program is a Christian based, not for profit program that utilizing horses to minister to troubled youth. This 60 acre ranch is located at the base of House Mountain in the beautiful setting of Corryton, TN. The facilities provide shelter, restrooms, and sleeping areas for participants. The program will be comprised of either all male or female participants for the weekend and offers a variety of activities. Each participant is asked to pay \$50 for the program to cover the cost of the food for the weekend.

**Suburban Counseling Center**

Phone: 865-693-6333

109 Suburban Road, 37923

Service:

Every person needs help at some point in his or her life and the professionals at Suburban Counseling Center are trained to deal with these specific concerns, offering services related to depression, anxiety, ADHD, child and adolescent problems, Tourette syndrome, parenting, stress, and anger management. Office Hours; Vary

**Susannah's House**

Phone: 865-599-9878

923 Dameron Avenue, 37921

Website: [www.cokesbury.tv/susannahshouse](http://www.cokesbury.tv/susannahshouse)

Service:

Susannah's house is a faith-based organization sponsored by Cokesbury United Methodist Church that exists to serve the spiritual, physical and emotional needs of mothers and their prenatally exposed infants who are recovering from substance abuse. Our mission is to provide a source of help and hope to these mothers and their children. Mothers who are in ongoing recovery from substance abuse who have completed alcohol and drug assessment and have followed its recommendations, or who have children with Department of Children's Services involvement due to family substance abuse, or who have had children under the jurisdiction of the court system due to parental substance abuse. Children may be in foster care or other care or may have been returned to parental custody. This programs residential component allows mother who have children 11 years and under to be with them. Office Hours: May vary.

**Teen Challenge of East Tennessee**

Phone: 865-546-8933

3121 Martin Luther King Jr. Avenue, 37915

Fax: 865-521-0921

Service:

Residential Drug Treatment Program

Teen Challenge National has a long-term substance abuse residential program in the United States. Our office will assist in explaining the specifics about the program and help assist with make the proper arrangements for entrance into a residential program. Program is available for youth ages 13 to 18 years of ages and for both men and women over the age of 18. Some charges may apply with varied programs. (Residential Facilities are not located in Knoxville) Office Hours: Monday – Friday from 9:00AM – 5:00PM



### The Counseling Center

The TC Counseling Center offers Christian counseling for families and individuals who have any life – controlling problems such as drugs, alcohol, fear, rebellion, marital problems, anger, etc... Our main focus is to point people away from these problems by pointing them to their only solution- Jesus Christ.

#### **TENNova Behavioral Health**

900 East Oak Hill Avenue, 37917

Website: [www.mercy.com](http://www.mercy.com)

Service:

Program provides in and outpatient services. Services offered include alcohol and drug treatment, assessments, medical detox, individual and group therapy and after care services. Also serves pregnant women. Must be 18 years and older. Hours: 24 Hours; 7 Days a Week

Outpatient Phone: 865-545-7221

Inpatient Phone: 865-545-7220

#### **The Northshore Group**

1111 Northshore Drive Suite 490, 37919

Website: [www.northshoregroup.com](http://www.northshoregroup.com)

Service:

The Northshore Group has specialties and clinical experience within the group that is indeed rich and comprehensive. Clinical services are provided for children, adolescents, seniors, adults, couples, and families. The Northshore Group provides various types of psychological evaluations, medication management, and psychotherapy. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-584-0171

#### **The Village**

**Acadia Healthcare, Inc.**

2431 Jones Bend Road

Louisville, TN 37777

Website: [www.acadiahealthcare.com](http://www.acadiahealthcare.com)

Services:

The Village is a psychiatric residential treatment facility specializing in treating adolescents who have not been successful in other treatment settings. We offer specialized treatment in a highly structured setting for adolescent males and females 13 -17 years of age. Our highly trained staff provides services to help severely troubled adolescents overcome behavioral, emotional, mental or psychological problems that have caused problems in family interactions and relationships, school achievement, peer groups and socialization. Program Hours: 24 Hours; 7 Days a Week.

Phone: 865-970-3255

Toll Free: 800-255-8336 (Teen)

Fax: 865-970-1875

#### **Youth Villages**

9111 Cross Park Drive Suite E475, 37923

Website: [www.youthvillages.org](http://www.youthvillages.org)

Service:

##### Intercept

The Youth Villages Intercept program is an intensive in-home services program that specializes in providing treatment to troubled children who have emotional and behavioral problems and their families in their own homes at times convenient for the families. Intercept also diverting youth from out-of-home placements and reuniting youth who are in a residential treatment facility and foster homes. Office Hours: Monday – Friday 8:00AM-5:00PM

Phone: 865-560-2098

Toll Free: 1-866-791-9224

##### **Specialized Crisis Services** (*Mobile Crisis Unit – Youth*)

Phone: 866-791-9224 (toll free)

Youth Villages Specialized Crisis Services staff provides assessment and evaluation of children and youth, up to age 18, who are experiencing a psychiatric emergency. The program assists individuals who are suicidal or having an emotional crisis. Hours: 24 Hours; 7 Days a Week



## **AFTER SCHOOL / MENTOR & YOUTH PROGRAMS**

### **Amachi Knoxville**

#### **Knoxville Leadership Foundation**

901 East Summit Hill Drive Suite 300, 37915

Website: [www.klf.org](http://www.klf.org)

Service:

*Amachi is a Nigerian Word that translates to “Who knows but what God has brought us through this Child?”*

This program serves children who have a parent incarcerated in state or federal prison, between the ages of 4-17 who reside in Knox County. Amachi is a community based, one-on-one (or couple and child) relationship that is expected to meet a minimum of one hour a week for one year. Mentors are screened and trained prior to being matched. Amachi Knoxville commits to provide each mentor with ongoing training, support, and encouragement for the duration of the relationship with the mentee. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-524-2774

Fax: 865-525-4213

### **Big Brother Big Sister of East Tennessee**

119 W. Summit Hill Drive, Suite 101, 37902

Website: [www.bbbsetn.org](http://www.bbbsetn.org)

Service:

Phone: 865-523-2179

Fax: 865-524-3466

The mission of Big Brother Big Sister of East TN is to make a positive difference in the lives of children and youth (ages 6-18) in need of positive role models, primarily through professionally screened and supported one-to-one relationships with caring volunteer adults. The intent of our mentoring service is to transform young people's lives and enrich their families, thus helping to strengthen our communities and society as a whole. Office Hours: Monday – Friday from 8:30AM – 5:00PM

#### **Community Based Mentoring**

Community Based Mentoring offers opportunities for adults to build relationships with children on weekends, in the evenings, during summer days-basically anytime that is convenient for the adult, child, and family. (Ages 7 to 15 years of age)

#### **School Based Mentoring**

School Based Mentoring provides volunteers the opportunity to spend one hour a week with their “Little” at the school. Teachers are flexible to fit the volunteer's schedule, confident that the relationship will positively improve the child's educational experience. (Age 5 to 15 years of age)

#### **Special Program**

- **African American Mentoring** - All kids need someone to relate to. This program pairs African-American children with African-American mentors who provide additional support and help them see they can achieve anything they want to in life.
- **Amachi** - Having a mom or dad in prison can make growing up more difficult. Children with an incarcerated parent often need additional support and guidance. Big Brothers Big Sisters Amachi program helps broaden their perspectives on what they can achieve in life. Amachi, a Nigerian word of hope from the Ibo people, means "who knows but what God has brought us through this child." Our Amachi Program connects children with role models from all walks of life, but particularly those from local religious organizations.
- **Hispanic Mentoring Program** - designed to encourage, engage and sustain greater numbers of Latino children, and recruit volunteers and families to join in. Hispanic Mentoring provides Latino children with a caring Big Brother or Big Sister that can enrich their lives culturally, socially and academically, and support them reaching their potential through one-to-one mentoring friendships.

- SMILES – STEM Mentoring Initiative Leading to Educational Success – The SMILES Mentoring Program, matches are provided with suggested activities that focus on STEM – science, technology, engineering and math. Big Brothers Big Sisters also provides tries to provide tickets to museums and other places that focus on STEM activities.

### **Boys & Girls Clubs of Tennessee Valley**

220 Carrick Street, Suite 318, 37921

Website: [www.bgctnv.org](http://www.bgctnv.org)

Service:

The Boys & Girls Clubs strive to meet the youth development needs in their communities. Club members have the opportunity to learn, grow, give back to the community, discover their needs, set goals, and meet new friends. The Club is a safe place where young people can come to enjoy themselves and their friends. Ages 5 to 17 accepted. Service based on income. Summer Hours: Monday – Friday from 7:30AM – 6:00PM School Year Hours: Monday – Friday from 2:00PM – 7:00PM

Phone: 865-232-1200

Fax: 865-232-1201

### **Boys & Girls Club Knoxville Sites:**

#### **Mechanicville**

Moses Teen Center  
220 Carrick Street  
865-232-1210

#### **North Knoxville**

The Haslem Family Club  
407 Caswell Avenue  
865-232-1214

#### **KCDC Housing**

North Ridge Crossing  
3916 Carus Road  
865-232-1220

#### **Northwest Knoxville**

Laura Cansler  
1719 Reynolds Avenue  
865-232-1212

Gene Monday Gym  
240 E. Baxter Avenue  
865-974-9689

Walter P. Taylor  
316 McConnell Street  
865-232-1222

Richard L. Bean  
Detention Center  
3323 Division Street  
865-215-6510

#### **Halls/Powell**

Halls/ Powell Center  
1819 Dry Gap Pike  
865-232-1218

Montgomery Village  
4530 Joe Lewis Road  
865-232-1224

#### **South Knoxville**

Vestal Center  
522 Maryville Pike  
865-232-1216

Western Heights  
1417 Oldham Avenue  
865-232-1226

### **City of Knoxville Parks & Recreation**

City County Building Room 303, 37902

Website: [www.cityofknoxville.org](http://www.cityofknoxville.org)

Service:

The Parks and Recreation Department offers a wide variety of activities for each member of the family to enjoy. The Athletic department (865-215-4636) has a number of athletic programs connected to City Parks & Recs. Several after school programs and summer programs are held at many of our sites. Ages of services vary; for information, please contact a location in your community.

### **Recreation Center for Youth Locations:**

#### **Cal Johnson Recreation**

507 Hall of Fame Drive  
865-522-3177

#### **Christenberry Community**

931 Oglewood Ave.  
865-637-5991

#### **Cumberland Estates Recreation**

4529 Silver Hill Drive  
865-588-3442

#### **Cecil B. Webb Recreation**

953 E. Old Moody Ave.  
865-577-0651

**Deane Hill Recreation**

7400 Deane Hill Drive  
865-690-0781

**Dr. E.V. Davidson**

3124 Wilson Ave.  
865-971-4746

**Fair View**

1628 Dora Street  
865-521-6053

**Inskip-Norwood Recreation**

301 Inskip Drive  
865- 687-6321

**Knoxville Adaptive Recreation**

2235 Dandridge Ave.  
865-525-9080

**Knoxville Arts & Fine Crafts**

1127 Broadway Avenue  
865-523-1401

**Lonsdale Recreation**

2700 Stonewall  
865-546-0696

**Milton Roberts Recreation**

5900 Asheville Highway  
865-546-4536

**New Hope Recreation**

1905 McMinn St  
865-523-9003

**Oakland Recreation Center**

3816 Oakland Drive

**Richard Leake Recreation**

3511 Alice Bell Road  
865-525-2031

**South Knoxville Community**

522 Old Maryville Pike  
865-573-3575

**West Haven Recreation**

3622 Sisk Road  
865-546-1315

**Girl Talk, Inc.**

P.O. Box 14634, Knoxville, TN 37914

Website: [www.girltalkinc.com](http://www.girltalkinc.com)

Service:

Girl Talk exists to help girls ages 9 -18 build confidence and self-esteem, develop and achieve their goals, and become strong women who transform their communities. Girl Talk provides each girl with a consistent Big Sister role model that will walk with them through the school year and help them through their toughest moments. Our big sister mentors provide our girls with positive validation and encouragement that is needed to carry them through lives twists and turns. Office Hours: Vary

Phone: 865-851-7064

**Goodwill GoodGuides**

Goodwill Industries

Website: [www.gwiktn.org](http://www.gwiktn.org)

Service:

Goodwill GoodGuides is a national mentoring program that is meant to help youth build career plans and skills, and prepare for school completion, post-secondary training and productive work. The program is designed for youth between the ages of 12 and 17 who are at risk for making harmful choices such as dropping out of school or are at risk for delinquency or joining the juvenile justice system. Office Hours: Vary

Phone: 865-588-8567

**Just Lead Ministry****Emerald Youth Foundation**

1620 N. Central Street, 37917

Website: [www.emerald youth.org](http://www.emerald youth.org)

Service:

Emerald Youth Foundation's mission is to raise up a large number of urban youth to love Jesus Christ and become effective leaders who help renew their communities. Emerald Youth Foundation offers JustLead, a youth development ministry, which provides fun and meaningful growth experiences where young people can connect to adults in church congregations. Activities include: **Faith Development, Academic Reinforcement, Relationship Building, and Health Improvement.** Office Hours: Monday – Friday from 8:00AM – 5:00PM.

Phone: 865-637-3227

*JustLead Ministry Site Locations & Growing:*

**Antioch FBH**

2316 Linden Avenue

**Bethel AME**

3811 Boyds Bridge Pike

**City On A Hill Church**

3001 Knoxville Center Drive, Suite 2961B

**Emerald Avenue**

1620 N. Central Street (Main Campus)

**Fellowship of Christian Athletes**

502 S. Gay Street, Suite 401

**Fellowship of Christian Athletes**

502 S. Gay Street, Suite 401

**Greater Mount Moriah**

2001 Western Avenue

**Greater Warner Tabernacle AME Zion**

3800 Martin Luther King Jr. Avenue

**Knox Area Rescue Ministries**

418 North Broadway

**Lennon-Seney**

2084 Dandridge Avenue

**Mount Zion**

2714 Brooks Avenue

**New Friendship**

1933 Texas Avenue

**New Hope**

2504 Cecil Avenue

**New Mount Calvary Missionary Baptist**

1801 8<sup>th</sup> Avenue

**Norwood UMC**

2110 Merchants Drive

**Oak Valley Baptist**

194 Hampton Road

**Peace & Goodwill Baptist**

193 Woodbine Avenue

**Virginia Avenue**

2201 Virginia Avenue

**Wesley House Community Center**

1719 Reynolds Street

**Western Heights Baptist Center**

1230 W. Scott Avenue

**Word of Life Ministries**

3819 Speedway Circle

**S.O.A.R. (Serving Others And Reconciling) Youth Ministries**

Phone: 865-544-5881

1319 Connecticut Avenue, 37921

Website: [www.soaruponwings.net](http://www.soaruponwings.net)

Service:

SOAR is a youth ministry program designed to serve elementary & middle school age children in the Lonsdale Community. SOAR youth experience confidence building sports and academic programs. SOAR magnifies the resiliency, survival skills, “street genius” and creativity that reside with untapped potential inside most urban youth. This program offers:

- PREP After School (Providing Real Educational Possibilities)
- PREP Summer Academy
- LAMP (Lighting A Mentoring Path)

After school program operates Monday, Tuesday, and Thursday from 3:30PM to 6:00PM. Summer program which emphasizes reading enhancement operates Monday – Friday from 8:00AM – 3:00PM

**WAVE Program**  
**(Work, Achievement, Values, & Education)**  
**University of Tennessee – Child & Family Studies**  
4610 Asheville Highway, 37914

Phone: 865-974-8163

Services:

WAVE program offers job readiness training, job development, placement, and follow-up coordination services, academic classes to assist participants in obtaining their GED and/or increasing grade levels in math and reading, and a leadership development component. Additional services provided are support services, employment placement and Incentive programs. Ages served: 17 – 21. Class hours: Monday – Friday, Morning session from 8:30AM – 12Noon and Afternoon session from 1PM to 4:30PM. Office Hours: Monday – Friday from 8:30AM-5:00PM

**Wesley House Community Center**  
1719 Reynolds Avenue, 37921  
Website: [www.wesleyhouse.com](http://www.wesleyhouse.com)

Phone: 865-524-5494  
Fax: 865-524-5495

Services:

*C.A.R.E.S. (Children's After-school Recreation, Education, and Support)*

CARES provides tutoring in Math, Reading and Composition five days a week, as well as home work time. We follow the children's grades each nine week period and meet with each child's teacher to find if the student needs additional help in particular subjects. We also ask if there are any discipline problems or any assistance needed with the parent. We will then meet with the parent and review both the teacher's comments, concerns, and the course of action that we and the school are taking.

*P.A.C.E. (Performing Arts and Cultural)*

PACE program offers free instruction to children in the areas of violin, piano, art, dance, and voice. PACE also offers instruction in Soccer and Tennis.

*S.T.E.P. (Summer Time Enrichment Program)*

STEP is a full day program that starts after schools let out for summer break. Participants enjoy tutoring, arts & crafts, field trips, swimming, and special events. Breakfast and lunch are served daily. Program Hours: Monday – Friday from 7:30AM – 5:30PM

**Y.W.C.A. - Phyllis Wheatly**  
124 S. Cruze Street, 37915

Phone: 865-546-0651

Service:

*After School Enrichment*

ASE provides a safe, nurturing environment with structure and accountability for middle-school students at no cost to those who qualify. Students aged 10 to 14 are invited to attend. Services are available from 3:00PM to 6:00PM daily during the school year with occasional extended hours during holiday breaks and teacher in-services days.

*Y-TEENS*

Y-Teens is designed to create future leaders out of young women, ensuring that girls have opportunities beyond high school and that our society has capable women leaders from all backgrounds. Girls in grades 6 to 12 are eligible to participate. Clubs led by adult facilitators exist in local middle schools, high schools, and community centers throughout Knox County. Focus areas include leadership training, service learning, and mentoring and students get to participate in fun, inspiring activities like community service, mentoring, workshops on life skills, etc. – Contact Y-Teens Coordinator @ 865-523-6126.

*SKIP (Summer Kids In Play)*

SKIP is a popular summer option for families needing a safe place for their kids during the summer break, but it's more than a safe place. This 8 ½ week summer day camp offers enriching programming for kids aged 5 to 14. SKIP focuses on keeping cost low for busy parents, cultivating a love of reading, and leading social and cultural development.

## **ALCOHOL & DRUG SUPPORT SERVICES**

### **Al-Anon (Knoxville Area)**

Phone: 865-525-9040  
865-971-4779

#### **Alateen**

1409 Magnolia Avenue #4, 37917

Website: [www.knox-al-anon.org](http://www.knox-al-anon.org)

#### **Service:**

Al-Anon's sole purpose is to help family members and friends who are affected by someone else's drinking. Hours: Hours vary; call system provides detailed information.

### **Alcoholic Anonymous (of East Tennessee)**

Phone: 865-974-9888 (Central Office)

1409 Magnolia Avenue, 37917

Helpline Phone: 865-522-9667

Website: [www.discoveret.org/etaa](http://www.discoveret.org/etaa)

Email: [www.etiaa@msn.com](mailto:www.etiaa@msn.com)

#### **Service:**

AA offers a helpline for individuals seeking general information about meetings and minimal counseling from recovering Alcoholics. Helpline Hours: 9:00AM – 10:00PM

### **Narcotic Anonymous**

Phone: 866-617-1710 (toll free)

The Greater Smokey Mountain Area

Local: 865-667-1462 ext. 7

Website: [www.knoxvillena.org](http://www.knoxvillena.org)

#### **Service:**

The Greater Smokey Mountain Area of Narcotics Anonymous is a service committee formed to provide NA groups in East Tennessee assistance in carrying our message. This support is provided through many services including public information, published meeting listings and fellowship events. The cities in our area are Clinton, Dandridge, Farragut, Jefferson City, Kingston, Knoxville, and Maryville. Access to meeting schedules available by phone and on-line.

## **DISABILITY & REHABILITATION**

### **After Stars After School Care**

Phone: 865-690-0031

#### **West Park Baptist Church**

8833 Middlebrook Pike, 37923

Website: [www.westparkbaptist.org](http://www.westparkbaptist.org)

Email: [afterstarsafterschool@yahoo.com](mailto:afterstarsafterschool@yahoo.com)

#### **Service:**

After Stars is an after school program for children with a disability ages 6-14. It is offered Monday through Friday from 3:00PM – 5:45PM. After Stars requires that children be toilet trained, ambulatory, no significant act of violence toward self or others and have an intellectual or developmental disability or autism.

### **Autism Society of East Tennessee (ASA-ETC)**

Phone: 865-247-5082

123 Center Park Drive, Suite 211, 37922

Website: [www.asaetc.org](http://www.asaetc.org)

Email: [info@asaetc.org](mailto:info@asaetc.org)

#### **Service:**

Our mission is to provide support services, advocacy, education, and public awareness activities for all individuals with Autism Spectrum Disorders and their families as well as educators and other professionals by providing:

- Conferences, workshops, and multiple education opportunities
- Autism Specific Database Access
- Social skills programs for children with ASD and typical peers, as well as family activities
- Support to parents and professionals via email, newsletter, parent representatives

Office Hours: Monday – Friday from 8:30AM – 4:00PM

### **Blind & Visually Impaired Services**

Phone: 865-594-6060

531 Henley Street, Suite 225, 37902

Fax: 865-594-2191

#### **Service:**

Tennessee Services for the blind and visually impaired provides specialized services to persons who have dual sensory impairments. Services may include counseling and guidance in coping with vision loss, instruction in communication skills, home management skills, personal management, orientation and mobility, and other activities related to independent living. Office Hours: Monday – Friday from 8:00AM – 4:30PM.

### **Cerebral Palsy Center of Knoxville**

Phone: 865-523-0491

241 E. Woodland Avenue, 37917

Website: [www.cpcenter.org](http://www.cpcenter.org)

#### **Service:**

CP Center empowers adults with cerebral palsy and other developmental disabilities to live meaningful lives as fully participating members of the community. They offer a range of services, including family support services, group homes and home based assistance. Office Hours: Monday – Friday from 8:30AM – 4:30PM

### **Cherryhaven Home**

Phone: 865-584-0841

Tennessee Children's Home (East TN Staff)

Fax: 865-588-6560

#### **Service:**

Cherryhaven Home provides services to special young adult women who are in need of care. Cherryhaven is a habilitation center for adult women between the ages of 18 to 30. Our goal is providing transitional living skills necessary for them to live on their own in an apartment or house. Office Hours: Monday – Friday from 9:00AM – 5:00PM



**Child Find**

Phone: 865-594-1530

**Knox County Schools**501 South 21<sup>st</sup> Street, 37916Website: [www.child-find.fortsanders.knoxschools.org](http://www.child-find.fortsanders.knoxschools.org)**Service:**

Child Find identifies children between the ages of 3 and 5 with special educational needs. Educational needs are determined through parent interview and child evaluation. Areas evaluated may include, but are not limited to: vision, hearing, speech and language, motor, cognitive and adaptive development. Following evaluation, if a child is determined to be in need of special educational services, an individual plan of services will be developed.

Office Hours: Monday – Friday from 8:00AM – 4:00PM

**Development & Genetic Center**

Phone: 865-305-9030

**The University of TN Medical Center**

1930 Alcoa Highway, Building A, Suite 435, 37920

Website: [www.utmedicalcenter.org](http://www.utmedicalcenter.org)**Service:**

The Development and Genetic Center has developed a comprehensive genetic program that offers the latest advances in clinical genetics and in specialized genetic laboratory analyses. The D&GC provided genetic services in the modern medicine era involves the interaction of the primary care physician, genetic specialists and specialist from other fields. Referrals for genetic services include a wide range of disorders of all ages from prenatal, neonatal or pediatric manifestations to common conditions of adults.

Office Hours: Monday- Friday from 8:00AM – 4:00PM

**Helen Ross McNabb Center**

Phone: 865-541-6647

201 W. Springdale Avenue, 37917

**Children and Youth Center**

Phone: 865-637-1278

600 Arthur Street, 37921

Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)**Services:*****Great Starts Nursery***

Phone: 865-246-1100 x121

The Great Starts Nursery provides child care that focuses on healthy child development. Serving children ages six weeks through five years, the nursery ensures that each child enrolled has the opportunity to grow and learn. Many of the children in the nursery have been exposed to alcohol, drugs or other trauma before birth. The early intervention services offered by Great Starts Nursery help children to reach their developmental milestones on time. The goal is for these children to be better prepared to enter school and ready for future success as students. There is a sliding fee scale for services and daycare vouchers are accepted.

**Services offered:**

- Developmental day care for infants and toddlers
- Developmental assessments for infants and toddlers
- Pediatric health maintenance support
- Mentoring and early intervention services
- Permanency planning
- Crisis intervention
- Coordination of care and services.

### Intellectual Developmental Disabilities Services

Intellectual Developmental Disabilities Services provides case management to children, ages 3-21 (18-21 if still in school system), dually diagnosed with a behavioral/emotional disorder and an intellectual or developmental disability. The focus of the program is to increase success in the home, school, and other community settings through education and support.

### Therapeutic Preschool

Therapeutic Preschool is a 10 week intensive outpatient program for children ages 4-5 who have experienced a traumatic event, such as abuse or neglect. These children have special emotional requirements that many child care or school facilities are not equipped to accommodate. The program provides cognitive and developmental stimulation, therapeutic behavioral treatment, nurturing, structure and help with basic skills. The preschool also provides case management and therapy services for children, ages 2-8.

### Parent Education and Training Program

The Parent Training program provides education and assistance to parents whose children have been identified as having potential developmental delays. The program's staff will work with the family from the time the child is born until the child is 5 years old.

Services provided:

- ASQ Assessment
- Coordination and facilitation of services
- Education
- In-home assistance
- Referral to community resources

**DIDD (ET Region)**

**Division of Intellectual Developmental Disabilities**

Greenbriar Cottage

5908 Lyons View Drive, 37919

Service:

The Division of Intellectual Disabilities Services (DIDS), within the Tennessee Department of Finance and Administration, is the state agency responsible for providing services and supports to Tennesseans with intellectual disabilities. DIDS provides services directly or through contracts with community providers in a variety of settings. These settings range from institutional care to individual supported living in the community. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Phone: 865-588-0508 ext. 125

Fax: 865-594-5180

**Disability Resource Center**

900 East Hill Avenue, Suite 120, 37915

Website: [www.drctn.org](http://www.drctn.org)

Service:

The Knoxville Disability Resource Center (DRC) is a not-for-profit organization run for and BY people with disabilities. The DRC is a Center for Independent Living (CIL). We are a community-based non-residential program of services designed to assist people with disabilities to gain independence and to assist the community in eliminating barriers to independence. We work with people who have disabilities to create their own practical plan to achieve independence based on their goals, priorities and needs. Office Hours: Monday – Friday from 8:30AM- 4:30PM.

Phone: 865-637-3666

**Goodwill Industries-Knoxville, Inc.**

P.O. Box 11066, 37939

Website: [www.gwiktn.org](http://www.gwiktn.org)

Services:

Goodwill Industries of Knoxville provides several different types of training programs including vocational. Several Skills training programs are offered with possible employment opportunities to individuals with barriers to employment. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Phone: 865-588-8567

Fax: 865-588-0075

**Hearing & Speech Center**

**The University of Tennessee**

1600 Peyton Manning Pass, 37996

Service:

This program provides speech, language and hearing diagnostic treatment services for children and adults with communication disorders. Hearing & Speech Center provides education and counseling for these families. Office Hours: Monday- Friday from 8:00AM – 5:00PM

Phone: 865-974-5451

**Knoxville Area Community Center For The Deaf**

3731 Martin Mill Pike, 37920

Website: [www.kcdtn.org](http://www.kcdtn.org)

Service:

Offers interpretation services and serves as an advocate for hearing-impaired individuals. Also offers various community services, such as sign language classes, in an attempt to educate the public regarding hearing loss. Office Hours: Monday – Friday from 8:30AM – 5:00PM

Phone: 865-579-0832

TTY: 865-573-5640

**Muscular Dystrophy Association**

6408 Papermill Drive, #230, 37919

Website: [www.mda.org](http://www.mda.org)

Service:

Provides clinics, support groups, summer camps, equipment loans and much more to those with muscular dystrophy. Office Hours: Monday – Friday 9AM – 5PM

Phone: 865-588-1632

**NAMI (National Alliance on Mental Illness)**

901 Summit Hill Drive, 37915

Website: [www.namiknox.org](http://www.namiknox.org)

Service:

NAMI is the National Alliance on Metal Illness, the nation's largest grassroots organization for people with mental illness and their families. NAMI is dedicated to the eradication of mental illnesses and to the improvement of the quality of life for persons of all ages who are affected by mental illnesses. NAMI relies on volunteers at all levels of the organization. Office Hours: Times Vary

Phone: 865-602-7807

**Open Arms Care**

7417 Kingston Pike, Suite 300, 37919

Website: [www.openarmscare.org](http://www.openarmscare.org)

Service:

OAC is a nonprofit that provides Intermediate Care Facility Services for adults and children with mental retardation and developmental disabilities in a non-institutional, home setting. Office Hours: Monday – Friday from 8AM – 5APM

Phone: 865-694-8469

**Options for Community Living****ETHRA**

Phone: 865-691-2551

9111 Cross Park Drive, Suite D-100, 37923

Website: [www.ethra.org](http://www.ethra.org)**Service:**

The Options for Community Living services are designed to assist individuals with functional limitations remain independent at home through the provision of a variety of supportive in-home services. Individuals 18 years or older with functional limitations are eligible. Office Hours: Monday – Friday from 8:00AM – 4:30PM

**Patricia Neal Rehabilitation Center  
Fort Sanders Regional Medical Center**

Phone: 800-PAT-NEAL

(toll free) (728-6325)

1901 Clinch Avenue, 37916

Phone: 865-541-3600 (local)

Website: [www.patneal.org](http://www.patneal.org)**Service:**

Patricia Neal offers a comprehensive, team approach to care. Physical, occupational, recreational, behavioral medicine and speech language therapists work with psychiatrists to develop individual plans of care designed to return patients to a normal lifestyle as quickly as possible. In addition, rehabilitation nurses collaborate with specialists to teach self-care techniques and provide education to help patients reach optimal functionality. Office Hours: Monday – Friday from 8:00AM – 4:30PM

**Pediatric Language Clinic**

Phone: 865-974-6702

**The University of Tennessee**

Dept of Audiology &amp; Speech Pathology

909 Mountcastle Street, 37996

**Service:**

This program provides early intervention/developmental services and speech/language services for children with developmental disabilities age's birth to three. Parent education and training is also available. Services are provided center-based, home-based, and community-based. Please contact for eligibility information. Office Hours: Monday – Friday from 8:00AM- 5:00PM

**Rehabilitation Center**

Phone: 865-690-8961

**East Tennessee Children's Hospital**

1025 Children's Way, 37922

Website: [www.etch.com/rehab.cfm](http://www.etch.com/rehab.cfm)**Service:**

The Rehab Center provides a physician-directed rehabilitation services to nearly 1, 500 area children each year. The center's pediatric specialists in speech pathology, occupational and physical therapy, nursing nutrition, clinical psychology and social work provide comprehensive, family centered evaluation, treatment and a summer day camp offer additional resources to children and their families. Rehab Center offers pediatric services in Speech Pathology, Occupational Therapy, Physical Therapy, Social Work and Nutrition. Office Hours: Monday – Friday from 7:30AM – 5:00PM

**Sertoma Center, Inc.**

1400 East Fifth Avenue, 37917

Website: [www.sertoma.com](http://www.sertoma.com)**Services:**

Individuals interested in receiving services should first apply through the Tennessee Division of Intellectual Disabilities Services at (865) 588-0508. To be eligible for services, the individual must have a primary disability of Mental Retardation and be a resident of Tennessee. He or she must be at least 22 years old.

**Life Enrichment Center**

For individuals who are between jobs, don't work full time, or are unable to work, Sertoma Center offers a variety of programs focused in our Life Enrichment Center. Learning labs include arts therapy, cooking and nutrition, current events, horticulture therapy, daily living skills and more. Office Hours: Monday – Friday from 8:00AM – 5:00PM

**Residential Program**

Sertoma Center supports individuals in a variety of residential settings. Our residents attend social events such as parties, dinners, trips, and sporting events. Sertoma residents are encouraged to do their own shopping, participate in community activities, and even volunteer their time for local causes. They are truly a part of the community. Applicants must have a referral for the Department of Mental Health and Mental Retardation. Office Hours: Monday – Friday from 8:00AM – 5:00PM

**Shangri-La Therapeutic Academy of Riding (STAR)**

Phone: 865-988-4711

11800 Highway 11E, Lenoir City, 37772

Website: [www.rideatstar.org](http://www.rideatstar.org)**Service:**

Our mission is to foster personal achievement by providing therapeutic experiences using horse related activities for person with disabilities or other special challenges. Office Hours: Monday – Friday 8AM – 4:30PM

**Social Security Administration**

Phone: 800-772-1213 (toll free)

8530 Kingston Pike, 37919

Website: <http://www.socialsecurity.gov/atlanta/southeast/tn/tennessee.htm>**Service:**

Provides personal assistance for social security, number applications, lost card replacement, answers to general and specific questions about Social Security, claims for monthly disability, survivors and retirement payments, handles problems of people already getting Social Security, and provides a Speaker Bureau. Also administers Supplemental Security Income Program for the needy, aged, blind, and disabled.

**Sunshine Industries**

Phone: 865-546-9431

3000 North Central Street, 37917

Fax: 865-546-7960

Website: [www.sunshinekcarc.com](http://www.sunshinekcarc.com)**Service:****Employment Program**

Sunshine Industries provides short-term vocational training and long-term sheltered employment to individuals with developmental disabilities. Work includes light industrial subcontract jobs for local businesses, as well as a metal shop where commodities are manufactured for the federal government.

**Residential Program**

Sunshine Industries offers both Independent Living and Beta Home Programs. The ILP provides minimal supports to individuals with developmental disabilities who live in the community. Residents pay their living cost and a monthly supervision fee. Beta Homes serve a coed group of adults who have a dual diagnosis of developmental disabilities and/or mental illness. Training by staff promotes personal growth and development for residents who require consistent structure and supervision.

**TEIS (Tennessee's Early Intervention System)**

2726 Island Home Blvd. 37920

Website: <http://tn.gov/education/TEIS/index.html>**Service:**

TEIS is a voluntary educational program for families with children ages birth through two years of age with disabilities or developmental delays. The primary goal of EI is to support families in promoting their child's optimal development and to facilitate the child's participation in family and community activities. It is the parents who provide the real early intervention by creatively adapting their child care methods to facilitate the development of their child, while balancing the needs of the rest of the family. Weekly home visits provide caregivers support and information, and teach them skills that will help them promote development in their child. Office Hours: Monday- Friday from 8:00AM – 4:30PM

Phone: 800-852-7157 (toll free)

Local 865-579-3099

**Tennessee Relay Center**

Phone: 1-800-848-0299 (Toll Free)

Additional #'s: 1-800-848-0298 (TTY), 711 (Fast Access Line), 1-866-503-0262 (Customer Service)

**Service:**

This service provides relay information services via telephone for hearing impaired persons. Hours: 24 Hours; 7 Days a Week

**Tennessee School For The Deaf**

2725 Island Home Blvd.

Website: [www.tsdeaf.org](http://www.tsdeaf.org)**Service:**

This school provides technical assistance to local school system plus residential and day school programs for deaf and hearing-impaired children. Serves children ages 4-21 years old that are certified deaf or hearing impaired. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Phone: 865-579-2500

Fax: 865-579-2484

Email: [tsd@tsdeaf.org](mailto:tsd@tsdeaf.org)**Tennessee Voices For Children**

901 Summit Hill Drive, 37915

Website: [www.TNVoces.org](http://www.TNVoces.org)**Service:**

Services include: support, advocacy, education, training, respite, public policy, information, referrals, and prevention in the area of mental health. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-523-0701

Fax: 865-523-0705

**The Disability Law & Advocacy Center of TN**Website: [www.dlactn.org](http://www.dlactn.org)

9050 Executive Park Drive, Suite A-220, 37923

**Service:**

Disability Law & Advocacy Center of Tennessee (DLAC) advocates for the rights of Tennesseans with disabilities to ensure they have an equal opportunity to be productive and respected members of our society. For people who qualify, DLAC may be able to assist with problems related to their disability like:

- Abuse and neglect outside of the home
- Discrimination in housing, transportation, employment
- Access to public and private programs and services
- Access to mental health, rehabilitation and support services
- Access to appropriate education programs and services
- Obtaining and utilizing assistive technology services and devices
- Access to vocational rehabilitation services; promoting employment and independence

Phone: 800-342-1660 (toll free)

TTY: 888-852-2852

Local Phone: 865-670-2944

**Vocational Rehabilitation**

Phone: 865-594-6060

***Regional Office***

531 Henley Street, Suite 520, 37902

***Site Location***-Knox County Career Center

Phone: 865-594-2741

1610 University Avenue, 37921

Website: <http://tennessee.gov/humanserv/rehab/vrs.html>

**Service:**

Vocational Rehabilitation (VR) is a federal and state-funded program providing services to help individuals with disabilities enter or return to employment. It is designed to assist individuals of work age with physical and/or mental disabilities compete successfully with others in earning a livelihood. Office Hours: Monday – Friday from 8:00AM – 4:30PM



## **DOMESTIC VIOLENCE ASSISTANCE**

### **Helen Ross McNabb Center**

201 W. Springdale Avenue, 37917

Phone: 865-637-9711

**Child and Youth Center** 600 Arthur Street, 37921

Phone: 865-637-1278

**Website:** [www.child-family.org](http://www.child-family.org)

Services:

#### **Kent C. Withers Family Crisis Center**

Phone: 865-637-8000

The Kent C. Withers Family Crisis Center is a place of refuge for women experiencing domestic violence and their children. While at the shelter, women receive on-site counseling and case management to help them through this challenging time. Additionally, our 24-hour crisis hotline, (865) 637-8000, is housed in the crisis center. This hotline provides a number for victims to call any-time-of-day access to information on emergency shelter, support groups and other domestic violence services from caring, knowledgeable staff. **Some of the services offered are:**

- Safe emergency shelter
- Counseling and support groups
- 24-hour crisis hotline
- Court advocacy and accompaniment
- Referrals for housing, legal services, employment and education
- Specialized services for children
- On-site services at the Family Justice Center
- Community-based advocacy in Knox, Roane, and Anderson counties
- Education and information on domestic violence and abuse

#### **Outreach Programs**

For victims of domestic violence who do not want to enter shelter, we offer several outreach programs, such as long-term case management, support and safety planning in community settings. Services offered by our outreach programs include aftercare services, court advocacy, Anderson and Roane County outreach and elder abuse services. In May of 2006, our domestic violence programs became part of the Knoxville Family Justice Center which is a one-stop entry way for victims of domestic violence. Outreach advocates are housed at the Family Justice Center to provide community-based services to victims of domestic violence.

#### **Transitional Housing**

Phone: 865-524-7483

Survivors of domestic violence face significant challenges as they start a new life without their abuser. Our Transitional Housing program is available for victims of domestic violence who need help starting over. We provide financial assistance and case management to survivors and their children to help them achieve self-sufficiency by securing and maintaining safe, permanent housing

#### **Youth Advocacy Program**

Advocacy services to youth and young adults (age 13-24) victims of domestic violence, dating violence, sexual assault and stalking. For information call 865-640-4068



**Community Coalition on Family Violence**

Phone: 865-521-6336

Located @ Family Justice Center

Service:

Community Coalition promotes prevention of domestic violence. The coalition has several community education committees that provide information about and intervention in family violence, including partner, child, elder, and animal abuse. Hours: Vary

**Joy Baker Center**

Phone: 865-522-4673

Salvation Army

409 N. Broadway Street, 37917

Services:

The Joy D. Baker Center serves women with or without children affected by domestic violence and also serves as a shelter for homeless women with children. Safety is a top priority in our monitored, secure facility. In addition to providing housing and meals, our 24-hour staff serves as counselors and liaisons with both the court and the school systems and can assist with job placement or referrals to other agencies. Program Hours: 24 Hours; 7 Days a Week

**Knoxville Family Justice Center**

Phone: 865-521-6336 (24-Hour Hotline)

400 Harriett Tubman Street, 37915

Phone: 865-215-6800 (Office)

Website: [www.fjcknoxville.org](http://www.fjcknoxville.org)

Service:

If you or someone you know is a victim of domestic violence, help is available. The Knoxville Family Justice Center is a safe place with caring and trained staff available to help victims of domestic violence and their children.

Some of our services include:

- Safety planning
- Danger assessment
- Orders of Protection
- Prosecution
- Civil legal assistance
- Counseling
- Services for the elderly, individuals with disabilities and other special populations
- Support groups
- Language interpretation
- Access to shelter
- Employment assistance
- Housing – short and long term
- Childcare

Hours: Helpline - 24Hours; 7 Days a Week /Office Hours: Monday – Friday from 8:00AM – 4:00PM

**Knoxville Police Department/DV Unit**

Phone: 865-215-6810

KPD DV Unit @ Family Justice Center

Service:

The DVU provides comprehensive services to victims and investigates criminal offences to hold abusers accountable. The unit provides services ranging from safety planning, Order of Protection assistance, case investigation, and preparation for prosecution. Office Hours: Monday – Friday from 8:00AM – 4:00PM

**Knox County Sheriff's Office FC Unit**

Phone: 865-215-6820

Website: [www.knoxsheriff.org](http://www.knoxsheriff.org)

Service:

The Family Crisis Unit investigates, provides immediate safety crisis counseling information and referral, and support to victims of Domestic Violence, Child Abuse and Elder Abuse. The unit demonstrates the department's emphasis on prosecuting the offenders and offering support to the victims. Located at the Family Justice Center, this unit handles all calls related to domestic violence, child abuse, and elder abuse. Detectives follow up with victims to assist in obtaining warrants. Offers community prevention and awareness programs.

**Serenity Shelter (KARM)**

Location Confidential

Intake/Admission

Phone: 865-673-6540

Direct Site Office

Phone: 865-673-6551

**Service:**

A residential center for women without children seeking services from domestic violence and/or recovery services. This program is for women committed to changing life dominating issues. Program

Hours: 24 Hours; 7 Days a Week/Office Hours: Monday - Friday from 8:30AM – 5:30PM

**Victim Advocacy Program****YWCA**

Phone: 865-523-6126

420 W. Clinch Avenue, 37902

Website: [www.ywcaknox.com](http://www.ywcaknox.com)**Service:**

YWCA advocates provide comprehensive victim support, including safety planning and crisis intervention, education on victim's rights and victim compensation, navigation of the justice system, accompaniment to court, referrals for and assistance accessing essential services, referrals to support group, and following-up services. The YWCA offers support groups in English and Spanish to women who have experienced domestic violence and female family members. Office Hours: Monday – Friday from 8:00AM – 4:00PM

## **EDUCATION/TRAINING-CHILDREN/YOUTH**

### **CAC (Community Action Committee)**

2247 Western Avenue, 37921

Website: [www.knoxcac.org](http://www.knoxcac.org)

#### **Services**

##### **Job Corps**

[www.jobcorps.gov](http://www.jobcorps.gov)

Job Corp is job training and education program offered to young adults ages 16 through 24 who qualify. While enrolled, Job Corps will provide your meals, books, tools, uniforms, basic health care and a place to live. Job Corps provides the opportunity to earn a high school diploma or GED and offers training and certification in a variety of career technical training areas. Office Hours: Monday – Friday from 8:00AM to 5:00PM.

Phone: 865-544-5200

##### **Workforce Connections Youth Program**

[www.knoxcac.org](http://www.knoxcac.org)

Workforce Connection is responsible for the development and operation of a variety of programs focused on employment assistance and related training and support services. The Youth Program provides services to economically disadvantaged youth for the workforce by helping them:

- Improve their basic skills
- Gain work experience
- Obtain post-secondary education
- Secure employment

Phone: 865-544-5200

Fax: 865-544-5221

Office Hours: Monday – Friday from 8:00AM- 4:30PM

### **Helen Ross McNabb Center**

201 W. Springdale Avenue, 37917

#### **Children and Youth Center**

600 Arthur Street, 37921

Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)

#### **Services:**

***Kids on the Block*** is a free educational service that uses child-sized puppets to teach children about topics such as abuse, bullying, nutrition and drug prevention. The troupe performs shows for children in kindergarten through 5th grade in four priority areas: personal safety, violence prevention, drug prevention and mental health. Important topics within those areas include abuse, divorce, obesity, bullying, nutrition and stranger danger. Children are taught about these difficult-to-discuss subjects in a non-threatening and fun way.

Phone: 865-541-6647

Phone: 865-637-1278

### **Knox County Public Library**

Lawson McGhee –Main Library

500 West Church Avenue, 37902

Website: [www.knoxcounty.org/library](http://www.knoxcounty.org/library)

#### **Service:**

Knox County Public Library offers an assortment of services for all members of the family. Many services are available from reading groups to free computer workshops. The library also offers services for the blind and physically handicapped to deaf and hard of hearing. Main Library Hours: Monday & Tuesday 10:00AM – 8:00PM, Wednesday 10:00AM – 5:00PM, Thursday 10:00AM – 7:00PM, Friday 10:00AM – 5:00PM, Saturday & Sunday 1:00PM – 5:00PM

Phone: 865-215-8750

#### **Site Locations:**

**ETHC: McClung Collection**

601 S. Gay Street

865-215-8801

**ETHC: Knox Cty Archives**

601 S. Gay Street

865-215-8800

**Burlington Branch**

4614 Asheville Highway

865-525-5431

**Carter Branch**  
9036 Asheville Highway  
865-933-5438

**Halls Branch**  
4518 E. Emory Rd.  
865-922-2552

**North Knoxville Branch**  
2901 Ocoee Trail  
865-525-7036

**Cedar Bluff Branch**  
9045 Cross Park Drive  
865-470-7033

**Howard Pinkston Branch**  
7732 Martin Mill Pike  
865-573-0436

**Norwood Branch**  
1110 Merchants Drive  
865-688-2454

**Corryton Branch**  
7733 Corryton Rd  
865-688-1501

**Karns Branch**  
7516 Oak Ridge Highway  
865-470-8663

**Powell Branch**  
330 W. Emory Rd  
865-947-6210

**Farragut Branch**  
417 N. Campbell Station Rd  
865-777-1750

**Mascot Branch**  
1927 Library Drive  
865-933-2620

**Sequoyah Branch**  
1140 Southgate Rd  
865-525-1541

**Fountain City Branch**  
5300 Stanton Rd.  
865-689-2681

**Murphy Branch**  
2247 Western Avenue  
865-521-7812

**South Knoxville Branch**  
4500 Chapman Highway  
865-573-1772

## **Knox County Schools**

Andrew Johnson Building, 15th floor  
912 S. Gay Street, 37902

Website: [www.knoxschools.org](http://www.knoxschools.org)

Services:

Knox County Schools system services the City of Knoxville and the surrounding county of Knox in one school system. Knox County School's offer various forms of educational services from children to adults. Administrative Office Hours: Monday – Friday from 8:00AM – 4:30PM

Phone: 865-594-1800

### *Birth to Kindergarten*

[www.birhtok.knoxschools.org](http://www.birhtok.knoxschools.org)

Birth to Kindergarten is a free, home based parent education and family support program designed to provide information, activities, support and encouragement to parents. By understanding what to expect during each stage of development, parents can easily capture the teachable moments in everyday life to enhance their child's language development, intellectual growth, social development, and motor skills.

Phone: 865-594 – 1159

### *Byington Solway*

[www.byingtonsolway.knoxschools.org](http://www.byingtonsolway.knoxschools.org)

The mission of Career-Technical Education is to help empower students for effective participation in a global society. CTE programs are designed to contribute to the broad academic achievement of all students by showing the relevance of academic content through real world application. These programs also develop their ability to work independently, understand the importance of team work, think creatively and solve problems through the use of technology. Located at Karns High School.

Phone: 865-693-3511

### *Fort Sanders*

[www.fortsanders.knoxschools.org](http://www.fortsanders.knoxschools.org)

Fort Sanders School is unique in that it serves children throughout Knox County. The majority of students attending Fort Sanders School are eligible to receive special education services. Most of the students attending Fort Sanders School are preschool age (three through five years old) and participate in a partial day program. Additionally, there is one Comprehensive Development Classroom-Activities Based (CDC-A) serving school aged students (six through twenty-two years old). This CDC-A class serves multi-handicapped, medically fragile children whose needs are best met in a specialized setting.

Phone: 865-594-5035

Knoxville Adaptive Education Center

Phone: 865-909-9020

[www.kaec.knoxschools.org](http://www.kaec.knoxschools.org)

KAEC serves select students in grades K through 12 from all schools in Knox County who require a structured and supportive school environment with a strong mental health component. Students access the Intervention Program at KAEC through the IEP Team process.

North Knox Career and Technical Education Center

Phone: 865-922-7576

[www.nkctec.knoxschools.org](http://www.nkctec.knoxschools.org)

North Knox Career and Technical Education Center is located on the north-east end of the Halls High campus. Currently, Mr. Mark Duff, Halls High School principal, serves as the lead administrator. Mr. H. B. Jenkins serves as the Halls High School assistant principal and directs North Knox CTE programming for students of the Halls and Gibbs communities.

Richard Yoakley Alternative School

Phone: 865-594-3790

[www.richardyoakley.knoxschools.org](http://www.richardyoakley.knoxschools.org)

Richard Yoakley School is a unique alternative program with a behavior management plan with academic, vocational, and social skills curriculum to enable students to learn acceptable skills so they may return to their home schools.

Title-I Pre-K Program

Fair Garden Pre-school

Phone: 865-594-1320

[www.fairgarden.knoxschools.org](http://www.fairgarden.knoxschools.org)

Sam E. Hill Pre-school

Phone: 865-594-3632

[www.samehill.knoxschools.org](http://www.samehill.knoxschools.org)

**Title I** (Education Consolidation and Improvement Act-ECIA P.L. 97-35) is part of the ESEA Act first passed by Congress in 1965. Its purpose is to provide and operate programs in high poverty areas, for children who need extra educational assistance to perform at the level for his/her age and grade level. Funds are distributed to Title I schools for additional personnel, the purchase of materials and supplies, and staff development opportunities. This Pre-K program is supported by county government, Department of Human Services, and our local school system. Serves children ages 3 and 4 years old.

Voluntary Pre-K Program

Phone: 865-594-1755

(Governors Pre-K)

[www.volprek.knoxschools.org](http://www.volprek.knoxschools.org)

The voluntary pre-k program is funded by the Tennessee State Lottery and by the Great Schools Foundation. We also offer a variety of activities to develop a child's thinking, language, physical and social rules that govern their school environment and learn how to act and interact with others in the new environment. Serves children age 4 years old. **Site Locations:**

Beaumont Elementary

Belle Morris Elementary

Bonny Kate Elementary

Brickey-McCloud Elementary

Cedar Bluff Pre-School Center (3 classes)

Christenberry Elementary

Dogwood Elementary

East Knox County Elem. (2 classes)

Fort Sanders Educational Development Center

Gibbs Elementary (2 classes)

Green Magnet Elementary

Karns Elementary –Annex (2 classes)

Lonsdale Elementary (2 classes)

Pleasant Ridge Elementary

Ritta Elementary

Sarah Moore Greene Elementary (2 classes)

South Knox Elementary

Sunnyview Elem.

West Haven Elementary

West Hills Elementary

West View Elementary

My Village Child Development Center \*

(\*3 year old class)

**Knoxville – Knox County Head Start/  
Early Head Start Program  
CAC (Community Action Committee)**

2400 Piedmont Street, 37921

Service:

Phone: 865-522-2193

Fax: 865-522-2338

Email: [kkchs@comcast.net](mailto:kkchs@comcast.net)

Head Start provides preschool education for low-income three and four-year old children.

Early Start provides services for infants and toddlers. This program's education services help children grow, learn, develop, and get ready for kindergarten. Additional services include: medical, dental, nutrition, and mental health; social services; parent involvement; and disability services. Transportation services are available for their Part Day program. Full Day services available, some restriction may apply. Office Hours: Monday – Friday from 8:00AM – 4:45PM

Site Locations:

Anderson Center  
4808 Prospect Road, 37920  
865-573-1846

Kiwanis-East, Building I  
2400 Prosser Road, 37914  
865-521-6551

Claxton Center  
2400 Piedmont Street, 37921  
865-971-5845

Kiwanis-East, Building II  
2330 Prosser Road, 37914  
865-637-2639

Christenberry Center  
1008 Breda Drive, 37918  
865-689-1183

L.T. Ross Head Start Center  
2247 Western Avenue, 37921  
865-637-6244

## **EDUCATION/TRAINING/EMPLOYMENT – ADULTS**

### **American Red Cross of Tennessee Mountain Valley**

Phone: 865-584-2999

6921 Middlebrook Pike, 37909

Website: [www.redcross.org](http://www.redcross.org)

Service:

American Red Cross helps East Tennesseans prevent, prepare for, and respond to emergencies. This is done through a variety of services such as Disaster Relief, Assistance to Military Families, and safety/education programs (CPR, First Aid, Water Safety, and HIV/AIDS). The Red Cross also offers career training through the Certified Nursing Assistant course. *Spanish speaking instructors are available by calling the Safety Department to make an appointment.* Office Hours: Monday – Friday from 8:00AM – 4:45PM

### **AMERICORPS**

Phone: 865-546-3500 ext.1118

#### **CAC (Community Action Committee)**

Fax: 865-544-5221

2247 Western Avenue, 37921

Website: [www.knoxcac.org](http://www.knoxcac.org)

Service:

AmeriCorps is a national service program of working volunteers who commit to a year of service building communities and solving problems. Open to 17 years old and older. Members earn a monthly stipend, health insurance, and an educational award for tuition and/or student loan repayments. Community service areas are: environmental education; water quality improvement and recycling of waste; and urban agriculture. Office Hours: Monday – Friday from 8:00AM- 4:45PM

### **Christian Men's Job Corps**

#### **Angelic Ministries**

Phone: 865-523-8884

1218 N. Central Avenue, 37917

Fax: 865-637-1883

Website: [www.knoxcmjc.com](http://www.knoxcmjc.com)

Service:

Knox Christian Men's Job Corps exist to provide a Christian context in which men in need are equipped for life and employment; and a mission context in which men help men. Each Student is individually matched with a trained mentor, attends a series of Life Management, Personal Development and Job Readiness classes. Each student receives weekly training in how to build a life on a Christian foundation. Each cycle of classes lasts for 14 weeks. Classes meet on Tuesdays and Thursday from 6:00PM – 8:00PM.

### **East Tennessee PBS**

G.E.D. Interest Line: 865-595-0240

1661 E. Magnolia Avenue, 37917

Main Office: 865-595-0220

Website: [www.easttennesseepbs.org](http://www.easttennesseepbs.org)

Service:

As part of our mission to provide lifelong learning opportunities to our community, East Tennessee PBS is proud to offer the GED Connection Program. This adult education initiative helps participants earn their GED, a certificate universally accepted as an equivalent to a high school diploma, at their own pace and in the comfort of their own home. **How it works:** East Tennessee PBS broadcasts weekly 30-minute shows every Sunday at 11:30 a.m. and 12:00 p.m. aimed at helping adults prepare for the exam. The station also provides participants with a set of companion study books at no cost to the individual. Office Hours: Monday – Friday from 8AM – 5PM



**Educational Opportunity Center****University of Tennessee**

1914 Andy Holt Avenue

25 HPER Building, 37996

Website: [www.web.utk.edu/~utfp/eoc](http://www.web.utk.edu/~utfp/eoc)**Service:**

This group provides educational, financial and career counseling. Helps individuals who wish to continue or re-enter education at any level from basic literacy and GED to college. Office Hours: Monday-Friday from 8:00AM – 5:00PM

Phone: 865-974-4466

Fax: 865-974-3961

**Fountainhead College of Technology**

3203 Tazewell Pike, 37918

Website: [www.fountainheadcollege.edu](http://www.fountainheadcollege.edu)**Service:**

Fountainhead College of Technology offers fast-track technical education programs in Knoxville, TN that prepare graduates for some of the fastest growing fields:

- Computer Programming
- Computer Technology
- Electronic Technology
- Electronic Wireless Communication
- Health Information Management
- Information Technology
- Network Security & Forensics
- Radiological Protection Technology

Phone: 865-688-9422

Toll free: 1-888-218-7335

Office Hours: Monday – Friday from 8AM – 5PM

**Johnson University**

7900 Johnson Drive, 37998

Website: [www.johnsonu.edu](http://www.johnsonu.edu)**Service:**

For over 100 years, Johnson University has remained focused on its mission of preparing students for specialized Christian ministries with special emphasis on preaching. Every student at Johnson University majors in Bible International Missionary Services. From preaching and youth ministry to family counseling and teacher education, every degree program is rooted in ministry. JU offers secondary educational opportunities. Office Hours: Monday- Friday from 8:00AM-5:00PM

Phone: 865-573-4517

Fax: 865-251-2337

**Knox County Schools Adult Education**

Knoxville Center Mall

Website: [www.ae.knoxschools.org](http://www.ae.knoxschools.org)**Services:**

The Knox County Schools Adult Education program offers instruction in Basic Skills, Pre-GED, and GED preparation.

Phone: 865-525-4962/525-4964

English Language Learners (ELL- These classes are offered offsite @ Fountain City United Methodist Church on Tuesday at 9:30AM or 6:00PM or Cokesbury Center on Mondays @9:30AM for non-native speakers of English. Adult Education is open to anyone 17 years or older. Program is free. Office Hours: Monday – Friday from 8:00AM – 4:30PM

High School Diploma Classes

KCAHS offers adult students the opportunity to earn a high school diploma to raise academic skill levels, and to prepare for the work force or post-secondary education through flexible scheduling, self-paced courses, computer-assisted instruction and small classes. KCAHS offers a Day Program: Either Monday & Wednesday or Tuesday & Thursday from 9:00AM – 1:00PM and an Evening Program Tuesday & Thursday from 6:00PM – 8:30PM. Office Hours: Monday – Friday from 8:00AM- 4:30PM



**Lincoln Park Technology & Trade Center**

Phone: 865-689-1454

Knox County Schools

535 Chickamauga Avenue, 37917

Website: [www.lincolnpark.knoxschools.org](http://www.lincolnpark.knoxschools.org)**Service:**

Lincoln Park Technology & Trade Center is part of Knox County Schools. The LPT & Trade Center offers training and skills in the Home Economics Center, trade and skills training with PHCC (Plumbing Heating Cooling Contractors Association), AGC (Associated General Contractors, and Knox County Apprentice Training for electrical and welding. Office Hours: Monday, Tuesday, Thursday from 7:30AM-9:00PM and Wednesday, Friday from 7:30AM- 4:30PM

**National College of Business & Technology**

Phone: 865-539-2011

8415 Kingston Pike, 37919

Website: [www.national-college.edu](http://www.national-college.edu)**Service:**

National College is dedicated to the training and educating of men and women for a full life and a successful career in a number of general and particular fields. The College seeks to give students a broad competency in a field of specialization and an understanding of and respect for their own and others' ideas and thoughts. Career areas are available in Business, Healthcare and Computer Technology. Office Hours: Monday – Friday from 8:30AM – 7PM

**Pellissippi State's Adult Education Program**

Phone: 865-694-6400

10915 Hardin Valley Road, 37933-0990

Website: [www.pstcc.edu](http://www.pstcc.edu)**Service:**

The Adult Education Program at PSTCC offers free classes to prepare participants to take the GED test. The classes offered Monday –Thursday and are for people ages 18 and over who want to earn a high school equivalency diploma. 17 year olds may participate with an attendance waiver from their high school. Office Hours: Monday-Friday from 8:00AM – 2:00PM and 4:00PM – 8:00PM These classes are offered in the community at the following locations:

- Greater Warner Tabernacle Church – 3800 Martin Luther King Jr. Blvd.
- LTRoss Learning Center - 2247 Western Avenue
- Pellissippi Main Campus – 10915 Hardin Valley Road

**Pellissippi State Technical Community College**

Phone: 865-694-6400

10915 Hardin Valley Rd

Phone: 865-694-6571 (Admissions)

**Service:**

Pell State offers secondary education opportunities, including education and technical training. Educational opportunities are currently available at two additional campus locations:

**Division Street Campus**

3435 Division Street

865-971-5200

**Strawberry Plains Campus**

7201 Strawberry Plains Pike

865-225-2300

**Magnolia Avenue Campus**

1610 Magnolia Avenue

865-329-3100

**Blount County Campus**

2731 W. Lamar Alexander Parkway

865-981-5300

Admissions Hours: Monday – Friday from 8:00AM – 4:30PM

Information Center: Monday – Friday from 7:30AM – 7:30PM

Financial Aid Office: Monday 8:00AM – 6:00PM, Tuesday – Friday 8:00AM – 4:30PM

**Roane State Community College**

132 Hayfield Road, 37922

Website: [www.roanestate.edu](http://www.roanestate.edu)**Service:**

This college provides post high school education. Admissions Hours: Monday – Friday 8:00AM - 4:30PM

Phone: 865-539-6904

**Tennessee Career Center****CAC (Community Action Committee)**

2700 Middlebrook Pike, 37921

Website: [www.knoxcac.org](http://www.knoxcac.org)**Services:**

The Career Center is “where people and jobs connect.” Through the Career Center, anyone in the community, regardless of income, may access a variety of employment-related services. Individuals using the center can learn about employment opportunities in the community, how to assess their personal skills, update their resume, and/or participate in workshops designed to assist them in acquiring employment. Occupational skill training and other intensive services are provided for laid-off workers and low-income persons (youth and adults) who meet additional qualifications. Hours: Monday – Friday from 8:00AM – 4:30PM

Phone: 865-594-5500

Fax: 865-544-5221

**Tennessee Technology Center**

1100 Liberty Street, 37919

Website: [www.ttcknoxville.edu](http://www.ttcknoxville.edu)**Service:**

The Tennessee Technology center at Knoxville that each citizen should have the privilege and opportunity to reach his or her maximum potential. Individualized instruction provides each student with the highest quality training possible in the occupational area of his or her choice. Office Hours: Monday – Thursday from 7:30AM – 9:00PM

**Several areas of training:**

- |                                |  |
|--------------------------------|--|
| ○ Automotive                   | ○ Cosmetology and Manicuring           |
| ○ Business System              | ○ Dental Assistant                     |
| ○ Collision Repair             | ○ Many other areas of training offered |
| ○ Computer and Network Systems |  |

Phone: 865-546-5567

**University of Tennessee**

320 Student Services Building, 37966

Website: [www.utk.edu](http://www.utk.edu)**Service:**

The University of Tennessee not only offers post high school education, they also offered advance education with a Masters program and a PHD program. The University of Tennessee has several campus sites in operation across the state of Tennessee. You may contact the Knoxville admission office for more information. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-974-2184

**Virginia College**

Phone: 865-745-4500

5003 N. Broadway, 37918

Website: [www.vc.edu/college/knoxville-colleges-tennessee.cfm](http://www.vc.edu/college/knoxville-colleges-tennessee.cfm)**Service:**

Virginia College School of Business and Health in Knoxville, Tennessee, is preparing students for success in tomorrow's growing career fields. Virginia College School of Business and Health in Knoxville offers students fast-track career training in such exciting areas as:

- Business and Office
- Health and Medical
- Medical Office
- Cosmetology
- Culinary Arts
- Technology Media Arts
- And more.

Office Hours: Monday – Friday from 8AM – 5PM

**Walter State Community College**

Phone: 800-225-4770

500 South Davy Crockett Parkway, 37813

Website: [www.ws.edu](http://www.ws.edu)**Service:**

WSCC offers a post high school education. WSCC has several campus locals in several East Tennessee Counties. For admission information, please contact the main campus located in Morristown, TN. Office Hours: Monday – Friday from 8:00AM – 4:30PM

**Additional Community Colleges in the regional area:**

Carson Newman College

[www.cn.edu](http://www.cn.edu)

Crown College

[www.go4thecrown.com](http://www.go4thecrown.com)

ITT Technical Institute

[www.itt-tech.edu](http://www.itt-tech.edu)

Knoxville College

[www.knoxvillecollege.edu](http://www.knoxvillecollege.edu)

Knoxville Institute of Hair Design

[www.kihd.net](http://www.kihd.net)

Professional Bartending School of Knoxville

[www.knoxvillebartendingschool.com](http://www.knoxvillebartendingschool.com)

Regency Beauty Institute

[www.regencybeauty.com](http://www.regencybeauty.com)

Strayer University

[www.strayer.edu](http://www.strayer.edu)

South College

[www.southcollegetn.edu](http://www.southcollegetn.edu)

Tennessee School of Beauty

[www.tennesseeschoolofbeauty.com](http://www.tennesseeschoolofbeauty.com)

Tennessee School of Therapeutic Massage

[www.tennesseeschoolofmassage.com](http://www.tennesseeschoolofmassage.com)

Tusculum College

[www.tusculum.edu](http://www.tusculum.edu)

## **FOOD PANTRIES & THRIFT STORES**

### **Angelic Ministries**

1218 N. Central Avenue, 37917

Phone: 865-523-8884

Fax: 865-637-1883

#### Clothing

Hours: Tuesdays & Wednesdays from 8:45AM – 10:30AM

#### Food Pantry

Hours: Tuesdays & Wednesdays ~ Starts 8:00AM –First come, First Served.

### **Baptist Center@ Montgomery Village**

Phone: 865-577-6244

4601 Joe Lewis Road, 37920

Clothing – Hours: Friday's only 9:45AM to 11:45AM (Please go to the downstairs door)

#### Food Pantry

Service & Market – Hours: Tuesday from 10AM to 11:45AM

Worship & Lunch- Hours: Thursday from 10:30AM to 12Noon

### **Baptist Center@ Western Heights**

Phone: 865-525-9068

1230 W. Scott Avenue, 37921

Website: [www.whbcknox.com](http://www.whbcknox.com)

#### Clothing & Food Pantry

Hours: Monday – Thursday from 8:30AM - 4:00PM & on Fridays from 8:30AM - 12:00PM

### **CAC/Food Programs**

Phone: 865-546-3500

2247 Western Avenue, 37921

Fax: 865-546-0832

The **Commodity Program** distributes USDA surplus food to low income families in Knox County. Office

Hours: Monday – Friday from 8:00AM – 4:45PM

### **C.A.R.E. Food Pantry**

Phone: 865-966-5224

Farragut Christian Church

138 Admiral Road, 37934

Website: [www.farragutchristianchurch.com](http://www.farragutchristianchurch.com)

Service:

The C.A.R.E. (Christians Actively Reaching Everyone) Food Pantry provides food to those who are hungry in the Farragut Community. We know that there are hungry children in school, working-poor, single-parent homes, and elderly on fixed incomes living in Farragut. It is our desire as a church to reach out to those who are hungry and help meet that need. Hours: Every Thursday (except holidays) from 6:00PM – 8:00PM.

### **Career Closet**

Phone: 865-524-2786

### **Community Action Committee**

L.T. Ross Building on Western Avenue

Service Requirement:

Career Closet is designed to assist women of low income with clothing for potential employment opportunities. You must be actively participating in a job training or skill preparedness class for the work force. \*\*Referral required for service\*\*

**Corryington Hospitality Food Pantry**

Rutherford United Methodist Church

Phone: 865-687-8438

7815 Corryton Rd, 37721

*Food Pantry*Rutherford Church hosts the Corryington pantry every 2<sup>nd</sup> and 4<sup>th</sup> Thursday of the month.

Hours: Thursday from 10:00AM-2:00PM

**Department of Human Services**

Phone: 865-594-6151

2700 Middlebrook Pike, 37921

**Service:**

The Food Stamp program provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. Benefits are 100 percent federally funded. Since the nationwide implementation of the Food Stamp program in 1964, malnutrition has been virtually eliminated; however, hunger and food insecurity continues to exist in every state. Eligibility requirements do apply, contact for information. Office Hours: Monday – Friday from 8:00AM – 4:30PM

**Expanded Food & Nutrition Program (EFNEP)**

Phone: 865-215-2340

**UT/Agriculture Extension Service**

400 Main Avenue, Suite 560, 37902

**Service:**

EFNEP is an education program to teach nutrition and resource management. In-home services available  
Office Hours: Monday – Friday from 8:00 AM – 5:00PM.

**FISH**

Main office: 800 Northshore Drive, 37919

Phone: 865-588-9200

(Episcopal Church of the Ascension)

**East**

Phone: 865-522-3474

***St. Luke's Episcopal Church, 37914***

600 S. Chestnut Street

Hours: Monday, Wednesday, Friday from 10:00AM-1:00PM

**North West**

Phone: 865-522-3474

***Fish Hospitality Pantry***

122 W. Scott Avenue, 37921

Hours: Tuesday &amp; Thursday from 10:00AM-1:00PM

**South**

Phone: 865-577-9600

***United Methodist Church in Vestal***

115 Ogle Street, 37920

Hours: Wednesday from 10:00AM-1:00PM, Friday from 10:00AM-4:00PM

**Food In The Fort**

Phone: 865-237-8166

Redemper Church

Phone: 865-524-4552

1642 Highland Avenue

*Food Pantry*Hours: The 1<sup>st</sup> & 3<sup>rd</sup> Wednesdays from 11AM – 2PM

**Fountain City Ministry Center**

Phone: 865-688-5000

Central Baptist Church of Fountain City

5364 N. Broadway Street, 37918 (Lynnwood Building Lower Level)

Website: [www.fcministry.org](http://www.fcministry.org)Email: [fountaincitymc@gmail.com](mailto:fountaincitymc@gmail.com)

Service:

**Clothing**

Children's clothing as available for children 12 years old and younger. Clients are limited to three outfits per child once every 6 months. Underwear and socks are provided when available. Clients are also eligible for coats and shoes every 6 months, as available. Hours: Tuesday, Thursday, Friday from 2:00PM – 4:00PM Wednesday from 6:00PM – 7:00PM

**Food Pantry**

Our food pantry doors are open to any Knox County resident. Positive identification and personal data are required, enabling us to keep permanent records of each client with dates of service. Clients are eligible for food once per month. Bread, toilet articles, detergent, diapers, personal hygiene and other items are distributed as available. Hours: Tuesday, Thursday, Friday from 2:00PM – 4:00PM, Wednesday from 6:00PM – 7:00PM

**\*Serving Residents in the following ZIP codes: 37721, 37849, 37912, 37917, 37918, 37924 and 37938 \* Please bring a photo ID**

**Habitat for Humanity Thrift Store**

Phone: 865-521-4909

2209 N. Central Avenue, 37917

Website: [www.knoxvillehabitatforhumanity.com](http://www.knoxvillehabitatforhumanity.com)

Service:

**Thrift Store**

Donations and purchases help to achieve the Habitat for Humanity mission of providing decent, affordable housing for those in need. The store stocks building materials, clothes and house wares. Hours: Monday – Friday from 9:30AM – 5:30PM, Saturday from 9:30AM – 4:30PM

**ReStore**

314 Merchants Drive

Phone: 865-688-8807

The ReStore specializes in new and gently used building materials and supplies. Hours: Monday – Friday from 9AM – 6PM and Saturday from 9AM to 4PM

**Harvest Food Pantry**

Phone: 865-637-1295

Harvest Christian Fellowship

2507 Washington Pike, 37917

**Food Pantry**

Hours: 10:00AM – 1:00PM, Days of operation vary, call for information.

**Knox Area Rescue Ministries (KARM)**

Phone: 865-673-6540

418 N. Broadway Street, 37927

Website: [www.KARM.org](http://www.KARM.org)

Services &amp; Hours:

<b>Meals:</b> Breakfast served	@ 7:15AM
Lunch served	@ 11:30AM
Dinner served	@ 5:15PM

**Knox County School Clothing Center**

1000 Central Avenue, 37917

Phone: 865-594-3791

Fax: 865-594-1107

**Service:**

Provides clothing for school age children currently enrolled in the Knox County Public School System. Also provides clothing in emergency situations such as fire. Parents must have a completed clothing card from the school for each child being served. Hours: Monday, Thursday & Friday from 8:30AM – 3:00PM (September – April)

**Knoxville Scottish Rite Foundation**612 16<sup>th</sup> Street, 37902

Phone: 865-524-3459

**Service:**

Scottish Rite helps to assist with supplying shoes to school aged children. This service is only available during school operational months. Contact your child's school office for a referral. Office Hours: Monday – Friday from 8:00AM - 4:30PM

**Ladies of Charity**

120 W. Baxter Avenue, 37917

Phone: 865-254-8733

Fax: 865-546-5863

**Service:****Emergency Services**

(Phone: 522-6341 Emergency Services only)

Provides emergency assistance to those in need; some services limited to 4 times in a year. Hours: Monday-Friday from 10:00AM - 2:00PM

**Thrift Store**

Ladies of Charity Thrift Store is located at 1031 North Central Avenue. It provides low cost clothing and household items to anyone in need. Office Hours: Monday – Saturday from 9:30AM – 4:30PM  
Vouchers accepted Monday – Friday prior to 4pm.

**Love Kitchen**

Phone: 865-546-3248

2418 Martin Luther King Jr. Avenue, 37915

Website: [www.thelovekitchen.org](http://www.thelovekitchen.org)**Service & Hours:**

Breakfast: 11:00AM-1:00PM

Wednesday only

Emergency Food Bag: 4:30PM-5:30PM

Wednesday only

Lunch: 12:00PM-2:00PM

Thursday only

**Manna House**

Phone: 865-693-0353

Cokesbury UMC

Fax: 865-693-9704

9919 Kingston Pike, 37922

**Service:**

CUMC's Manna House food pantry is funded completely by donations and is open to anyone in our community who faces an emergency need for food. Clients can "shop" once a month rather than only having the option of pre-bagged food. **Requirement: Photo ID and something with your Social Security # printed on it.** Pantry hours: Tuesday & Thursday 10:00AM – 12 Noon, Wednesday 2:00PM – 4:00PM, Saturday 9:00AM – 11:00AM and Thursday Evenings from 5PM to 6:30PM

**New Hope Missionary Baptist Church**

2504 Cecil Ave, Knoxville, TN 37917

Phone: 865-522-1267

**Food Pantry & Clothing Closet**4<sup>th</sup> Saturday of each month 11AM – 2PM1<sup>st</sup> & 3<sup>rd</sup> Tuesday 10AM - Noon

**Park West Church of God**  
7635 Middlebrook Pike, 37909

Phone: 865-693-0144

**Food Pantry**

Hours: Friday from 9:30AM – 11:30AM **Please bring a photo ID**

**\*Serving Residents in the following ZIP codes: 37909, 37919 and 37923\***

**St. James Episcopal Church**  
1101 North Broadway Street, 37917

Phone: 865-523-5687

Fax: 865-637-1007

**Service & Hours:**

Sack Lunches served Monday – Friday from 11:30AM-1:00PM

Helping Hands –Lunch served every other Saturday \*Must register first\*

**Salvation Army**  
409 N. Broadway Street, 37917

Phone: 865-525-9401

Fax: 865-524-7748

**Service:**

**Clothing & Furniture**

S.A. provides clothing and household items to low-income persons in need.

Hours: Monday – Friday from 8:00AM – 4:30PM

**Bread & Pastry Pantry**

Hours: Monday, Wednesday, Friday from 8:30AM – 11:30AM

.

**Food Pantry**

Office Hours: Monday - Friday from 8:00AM-4:30PM Call for an appointment.

**Seton's Thrift Store**  
**Catholic Charities**

Phone: 865-882-0558

Website: [www.ccetn.org](http://www.ccetn.org)

E-mail: [setonthrift@bellsouth.net](mailto:setonthrift@bellsouth.net)

**Service:**

**(Harriman, TN area only)** A large department store that sells pre-owned clothing, house wares, furniture and appliances. Also located in the store is a food pantry for the needy. **\*\*Call for Information\*\***

**Local Thrift Stores:**

**Amvets**

**East**

4105 Holston Drive  
865-524-8498

**South**

109 N. Seven Oaks Dr.  
865-609-3188

**Disable Veterans Store**  
5308 Washington Pike  
865-394-9762

**American Council of the Blind**  
5032 Clinton Highway  
865-688-5884

**Teen Challenge**

2017 N. Broadway  
865-247-0374



## **Community Chest**

### **Locations**

1508 N. Central Ave.  
865-971-4417

122 West Scott Avenue  
865-971-4417

## **Goodwill Industries (8 Knoxville Locations)**

Website: [www.gwiktn.org](http://www.gwiktn.org)

### **Broadway**

2041 N. Broadway  
865-524-0245

### **Farragut**

148 West End Avenue  
865-675-6470

### **Merchant's Village**

5210 Schubert Road  
865-951-0272

### **Chapman Highway**

4217 Chapman Highway  
865-573-3627

### **Halls**

7026 Maynardville Hwy  
865-922-9114

### **Pleasant Ridge**

5412 Pleasant Ridge Rd.  
865.240.4505

### **Cumberland Estates**

5705 Western Avenue  
865-588-9181

### **Hardin Valley**

11509 Hardin Valley Rd  
865-200-5335

### **Rutledge**

7805 Rutledge Pike  
865-828-5663

### **Emory Square**

7623 Clinton Highway  
865-362-5065

### **Kingston Pike**

5307 Kingston Pike  
865-588-8567

### **Seventeenth Street**

713 S. Seventeenth St  
865-524-5995  
\*No Children's Items\*

### **Maynardville**

3049 Maynardville Highway  
865-745-1212

## **KARM Thrift Stores (5 locations)**

Website: [www.karm.org](http://www.karm.org)

### **Powell**

3555 West Emory Road  
865-521-0770 ext. 311

### **West Knoxville**

115 Sherlake Lane  
Franklin Square  
865-521-0770 ext. 312

### **Knoxville Center**

2908 Knoxville Center  
865-521-0770 ext. 307

### **North Knoxville**

3935 Western Avenue  
West Haven Ctr. off I-640  
865-521-0770 ext. 313

### **Bearden**

5917 Kingston Pike  
865-521-0770 ext. 303

### **Rocky Hill**

7702 S Northshore Dr  
865-521-0770 ext. 323

### **314 Merchants Drive**

In Merchants Plaza  
865-521-0770 ext. 309

### **Near Downtown**

(Also known as East Knoxville)  
733 Hall of Fame Drive  
865-521-0770 ext.306

### **South Community**

Food City Shopping Ctr.  
4528 Chapman Highway  
865-521-0770 ext. 304

**Washington Pike United Methodist Church**

Phone: 865-523-0603

2241 Washington Pike, 37917

*Food Pantry*

Hours: Thursday from 9AM -11AM

**\*Serving Residents in the following ZIP codes: 37914 and 37917\* Please bring a photo ID**

**West Park Food Pantry**

Phone: 865-690-0031

West Park Baptist Church

8833 Middlebrook Pike, 37923

*Food Pantry*

Hours: Tuesday from 4PM – 6PM, Friday from 12noon- 2PM and 4PM – 6PM

**\*Serving Residents in the following ZIP codes: 37923, 37931, 37909\* Please bring a photo ID**

## **FOSTER CARE/ ADOPTION**

### **Goal:**

We are the Department of Children Service strive each day to provide Permanency, Safety and Well-Being for every child in custody. Many of the following agencies who provide foster care and adopted services have worked with the Department of Children Services in achieving the same goal. The Department does not promote any one agency over another one of these listed.

#### **Abby's One True Gift Adoptions**

[www.onetruegift.com](http://www.onetruegift.com)

(866) 459-3372

#### **Act of Love Adoptions**

[www.aactofloveadoptions.com](http://www.aactofloveadoptions.com)

(800) 835-6360

#### **Adoption Consultants in TN**

(865) 769-9441

#### **Bethany Christian Services**

318 Erin Drive, Suite 10, 37919

[www.bethany.org](http://www.bethany.org)

(865) 588-5283

(800) 238-4269

#### **Camelot Care**

(800) 390-6144

#### **Catholic Charities of East Tennessee**

3227 Division Street, 37917

[www.ccetn.org](http://www.ccetn.org)

1-877-990-4673

#### **Crittenton Family Foster Care**

[www.fcaknox.org](http://www.fcaknox.org)

(865) 602-2919

*Department of Children Services  
State of Tennessee – Knox Region  
2600 Western Avenue, 37921  
(865) 329-8879*

#### **Harmony Adoptions of TN Inc**

131 Cherokee Heights Drive

Maryville, TN 37801

[www.harmonyadoptions.org](http://www.harmonyadoptions.org)

(865) 982-5225

(888) 440-9800

#### **Heart To Heart Adoptions**

[www.hearttoheartadopt.com](http://www.hearttoheartadopt.com)

(877) 724-4531

#### **Helen Ross McNabb**

[www.mcnabbcenter.org](http://www.mcnabbcenter.org)

(865) 544-5016

#### **Holston Homes**

Holston United Methodist Home for Children

[www.holstonhome.org](http://www.holstonhome.org)

(800) 628-2986

#### **Omni Visions Inc.**

4709 Papermill Dr Ste A103, 37909

[www.omnivisions.com](http://www.omnivisions.com)

(865) 524-4393

#### **Tennessee Children's Home**

3831 Copper Ridge Rd, 37931

[www.tennesseechildrenshome.org](http://www.tennesseechildrenshome.org)

(865) 584-0841

#### **Youth Villages**

[www.youthvillages.org](http://www.youthvillages.org)

(877) 983-6786

## **HEALTH SERVICES**

### **Cherokee Health Systems**

Website: [www.cherokeehealth.com](http://www.cherokeehealth.com)

<i>5<sup>th</sup> Avenue</i>	538 West Fifth Avenue, 37917	Phone: 865-525-2104
<i>Center City</i>	2018 Western Avenue, 37921	Phone: 865-544-0406
<i>East Knoxville</i>	2202 M.L. King Avenue, 37914	Phone: 865-522-6097
<i>Knox County Pediatrics</i>	140 Dameron Avenue, 37917	Phone: 865-936-6100
<i>North Knoxville</i>	7714 Conner Rd St 105 Powell, 37849	Phone: 865-947-6220
<i>West Knoxville</i>	10263 Kingston Pike, 37922	Phone: 865-670-9231

#### **Services:**

Cherokee Health provides an integration of behavioral health and primary health care services. These services included, but are limited to Behavioral Health Intervention, Individual & Family Therapy, Crisis Intervention and Alcohol & Drug use programs. Sliding schedule services are available for those who don't qualify with insurance or other program options. Office Hours: Monday – Friday from 8:00AM – 5:00PM.

### **Cover Tennessee**

Phone: 866-CoverTN  
(268-3786)

Website: [www.covertn.gov](http://www.covertn.gov)

*Local Contact:* Tennessee Community Services Agency      Phone: 865-966-6716

Office Hours: Monday – Friday 8:00AM – 4:30PM

#### **Services:**

CoverTN offers affordable, portable health insurance options that meet the needs of small business owners, the self-employed and individuals who otherwise couldn't afford coverage. CoverTN is a limited-benefit health insurance plan that provides low-cost coverage for basic medical services. To apply you must be a Tennessee resident.

#### **AccessTN**

Health insurance for seriously ill adults who have been turned down by insurance companies

#### **CoverKids**

CoverKids provides free, comprehensive health coverage for qualifying children 18 and younger. The coverage includes an emphasis on preventive health services and coverage for physician services, hospitals, vaccinations, well-child visits, healthy babies program, developmental screenings, mental health, vision and dental care. There are low co-pays for medical services, though well child visits and immunizations are covered at 100 percent. Maternity benefits are available through the HealthyTNBabies program.

#### **CoverRX**

**CoverRx** offers affordable prescription drugs to Tennesseans who lack pharmacy coverage.

#### **CoverTN**

CoverTN is a partnership between the state, employers and individuals that makes health care coverage affordable for the state's working uninsured.

**Free Medical Clinic of Knoxville**

6209 Chapman Highway, 37920

Phone: 865-577-0733

Website: [www.freemedicalclinic.net](http://www.freemedicalclinic.net)

Services:

Fax: 865-577-3744

**Eligibility Requirements:**

- Current employment (there is no minimum or maximum income level for eligibility)
- No medical insurance
- American citizen or have a "green card"

These three requirements may not be waived. If an individual is employed, their spouse and children over 16 are also eligible. Children are eligible until they are 19 years old, or until 24 years old if they are full-time students. Student status must be verified. The clinic does not see individuals on any type of disability/SSI or any type of assistance. Office Hours: Monday – Friday 9AM-12noon, 2PM – 5PM, with occasional clinic hours 5PM-7PM

**Healthy Ways Clinic**

Phone: 865-541-8810

**East Tennessee Children's Hospital**

2018 Clinch Avenue, 37901

Services:

The Healthy Ways Clinic at Children's Hospital is open to patients from 2 to 18 years old who have a BMI of 85% or greater. Patients are admitted to the clinic through a primary care referral form (access to form on-line). Office Hours Monday – Friday 8:00AM – 5:00PM

**Interfaith Health Clinic**

Phone: 865-546-7330

315 Gill Avenue, 37917

Website: [www.interfaithhealthclinic.org](http://www.interfaithhealthclinic.org)

Service:

This program provides primary health care services, including an eye clinic, dental clinic, counseling services, and social services. Patients are seen by appointment only. IHC is designed primarily for low income, working, uninsured families. These's a sliding fee scale based on family income. Office Hours: Monday – Friday from 8:00AM – 8:00PM

**Knox County Health Department**

Phone: 865-215-5000 (main)

140 Dameron Avenue, 37917-6413

Website: [www.knoxcounty.org/health](http://www.knoxcounty.org/health)

Services:

**Satellite Clinic Services:**

The following services are offered at the Teague and West clinic locations:

EPSDT physicals (well check-ups) for children on TennCare. Most Site Office Hours: Monday – Friday from 8:00 AM – 4:30PM

- Preventive health Services provided are lice and scabies screenings, blood pressure checks, and newborn screening tests as needed. These services are free of charge on a walk-in basis.
- Women's health and family planning services
- Immunizations

**Teague Clinic**

405 Dante School Road, 37918  
865-215-5500

**West Clinic**

1028 Old Cedar Bluff Road, 37923  
865-215-5950

***Air Quality Management***

Phone: 865-215-5900

Deals with issues ambient air quality health alerts, issues industrial air contaminant permits, issues open burning permits, and conducts complaint and compliance inspections for emissions to the ambient or outside air; and perform ambient air monitoring for criteria pollutants.

### Centers of Excellence

Phone: 865-215-5080

The Centers of Excellence (COE) HIV specialty clinic requires a referral from the patient's primary care physician for an appointment. Provides HIV & AIDS case management, medical care, nutritional and pharmaceutical counseling.

### Communicable Disease Clinic

Phone: 865-215-5370

CDC handles TB risk assessment, testing and treatment, Free and confidential STD testing and treatment, and Free and confidential HIV testing and treatment referral.

### Community Health

Phone: 865-865-215-5170

Community Health provides health promotion and education programs throughout Knox County, including:

- Adolescent Pregnancy Prevention
- Breastfeeding Support
- Car Seat Program
- Diabetes Prevention
- Epidemiology Program
- Health Equity Program
- Healthy Weight
- TENNdercare Childhood Medical Screening
- Tobacco Use & Prevention & Control
- Violence Prevention
- Senior Fall Prevention
- Worksite Wellness

### Dental Services:

Phone: 865-215-5110

Qualifications for clinical services:

(Closed for lunch 11:30AM – 12:30PM)

- Knox County TennCare Dental Insurance recipients (up to age 21) may call to schedule appointments.
- All others (adults and children) must be qualified through the Social Services Department (215-5400). Proof of Income Required.

### Diabetes Management

Phone: 865-215-5170

Diabetes guide and meal planner and management classes are available

### Emergency Preparedness:

Phone: 865-215-5093

Emergency Preparedness works to establish and ensure Public Health preparedness and effective response capability to infectious disease outbreaks, bioterrorism, public health threats and other emergencies.

### Environmental Health:

Phone: 865-215-5200

- Groundwater Protection
- Subsurface Sewage disposal System (SSDS) Permits and Certificate to Completion (septic tanks)
- Mosquito Control
- Restaurant inspections
- Food Handlers Training, English and Spanish (Halubridad en Restaurantes En Español)

### Epidemiology & Data:

Phone: 865-215-5093

The Epidemiology Program provides valid and reliable data pertaining to the health status of the Knox County population; investigates infectious disease outbreaks and all notifiable diseases; and systematically collects, analyzes, interprets and disseminates data on chronic diseases.

### Healthy Kids, Healthy Communities

Phone: 865-215-5170

This program is from the Robert Wood Johnson Foundation it supports community action to prevent childhood obesity. Plans for the funding, as outlined by the grant, are to improve opportunities for physical activity and access to affordable, healthy foods for children and families in Knox County.

*Pediatric Clinic: (Managed by Cherokee Health)*

Phone: 865-934-6100

The Knox County Health Department has partnered with Cherokee Health Systems to provide pediatric primary care medical services. All patients seeking pediatric care services should go to Cherokee Health Services Pediatrics; located on the first floor of the main health department location, 140 Dameron Ave. Services include well child-care, immunizations, and care for acute and chronic illnesses.

*Pharmacy (Dispensary of Hope):*

Phone: 865-215-5141

Dispenses medication for dental patients enrolled in KCHD's indigent care program.

*Social Services*

Phone: 865-215-5400

Social Services determine eligibility for Temporary Medicaid coverage for pregnant women, Knox County Indigent Care Program and Dental Program.

*Travel/Immunization Clinic:*

Phone: 865-215-5071

Provides adult and childhood vaccines: Recommended adults vaccinations such as flu, Hepatitis A and B, and tetanus-diphtheria have a fee. Travel Immunizations: For persons traveling outside of the United States. By appointment, Fee is required. Vaccines are free for Knox County children up to age 19 who are enrolled in TennCare, have no insurance, which are underinsured, or are American Indian/Alaskan Native.

*Vital Records:*

Phone: 865-215-5100

Birth certificates for persons born in Tennessee, Fee: short form \$8, long form \$15. Death certificates for deaths in Knox County, Fee: \$7.

*WIC Clinic:*

Phone: 865-215-5030

The WIC program provides nutrition education, breastfeeding support and supplemental foods to eligible: Pregnant Women

- Breastfeeding women up to 1 year postpartum
- Non-breastfeeding women up to 6 months postpartum
- Infants
- Children up to age 5

*Women's Health Clinic:*

Phone: 865-215-5320

Fax: 865-215-5340

- GYN Wellness Care (Annual Exams) • Family planning • Pregnancy testing
- Cost of services based on income. Proof of income required at visit, by appointment.

**Knoxville Area Project Access**

Phone: 865-531-2766

115 Suburban Rd, 37923

Website: [www.knoxvilleareaprojectaccess.org](http://www.knoxvilleareaprojectaccess.org)

Service:

KAPA is a program sponsored by a network of physicians, hospitals, and healthcare clinics to help those without insurance obtain the healthcare services they need. If you qualify, some or your entire healthcare needs can be met at little or no charge to you. You must be a resident of Knox County and meet the income guidelines. You may contact us for additional information or you may apply at one of our main location or one of the additional locations listed services: primary care, specialty care, inpatient & outpatient, hospital services, mental health services, prescription drug services, bilingual enrollment and case management.

**Network Partners**

Knoxville Academy of Medicine  
Covenant Health  
Tennova  
UT Medical Center  
East TN Children's Hospital

Helen Ross McNabb Center  
Knox County Health Department  
Interfaith Health Clinic  
Cherokee Health Systems  
United Way of Greater Knoxville

**TENNCARE**

310 Great Circle Rd, 37243

Nashville, TN 37243

Website: [www.TN.gov/tenncare](http://www.TN.gov/tenncare)

Services:

Phone: 800-342-3145

Email: [Tenn.Care@TN.gov](mailto:Tenn.Care@TN.gov)

TennCare is one of the oldest Medicaid managed care programs in the country, having begun on January 1, 1994. It is the only program in the nation to enroll the entire state Medicaid population in managed care. TennCare services are offered through managed care entities. Medical and behavioral services are covered by “at risk” Managed Care Organizations in each region of the state. Enrollees have their choice of MCOs serving the areas in which they live, except that some enrollees are assigned to TennCare Select. TennCare Select is a managed care plan for certain populations such as children in state custody and enrollees who may be living temporarily out-of-state. In addition to the MCOs, there is a Pharmacy Benefits Manager for coverage of prescription drugs and a Dental Benefits Manager for provision of dental services to children under age 21. Coordination of care is the responsibility of the enrollee’s primary care provider in his or her MCO.

**Managed Care Organizations (MCO)****Provider**

Blue Care

United Health Care Community Plan

TennCare Select

**Phone****After hours:**

800-468-9698 /800-299-1658

800-690-1606

800-263-5479 /800-999-1658

**Health Assist TN**Website: [www.healthassisttn.org](http://www.healthassisttn.org)

Phone: 800-722-7474

This program helps Tennesseans overcome barriers to health care via our statewide, toll- free health line. Bilingual assistance is available in

**Help Line**

English

Spanish

Kurdish/Arabic

Bosnian

**Toll Free**

1-800-269-4038

1-800-254-7568

1-877-652-3046

1-877-652-3069

**Local**

313-9972

227-7568

313-9840

313-9382



## **HIV/AIDS Services**

### **Hope Center**

Phone: 865-541-3767

#### **Fort Sanders Regional Medical Center**

1901 Clinich Avenue, 7<sup>th</sup> Floor, 37919

Website: [www.covenanthealth.com/hopecenter](http://www.covenanthealth.com/hopecenter)

#### **Service:**

Hope Center offers caring support, information and hope, at no charge to patients and families affected by HIV or other serious illnesses. Hope Center also provides assistance with the needs of the newly diagnosed, care in last stages of life, and spiritual issues. Office Hours: Monday – Friday from 8:30AM – 5:00PM

### **HIV/AIDS Prevention and Outreach**

Phone: 865-637-9711

#### **Helen Ross McNabb Center**

201 W. Springdale Avenue, 37917

#### **Service:**

HIV/AIDS Prevention & Outreach provides education and prevention services which include individual and group education, assessment, referral and Comprehensive Risk Counseling services, and Oraquick HIV testing.

#### **List Services Provided:**

- Individual level risk reduction counseling
- Prevention education
- Street team outreach
- Public health awareness communications
- HIV testing in correctional facilities

### **Knox County Health Department**

Phone: 865-215-5080

140 Dameron Avenue, 37917

Website: [www.knoxcounty.org/health/centersofexcellence.php](http://www.knoxcounty.org/health/centersofexcellence.php)

#### **Service:**

Free HIV testing, treatment, counseling, education, and referrals

### **Positively Living**

Phone: 865-525-1540

1505 E. Fifth Avenue, 37917

Website: [www.positively-living.org](http://www.positively-living.org)

#### **Service:**

Parkridge Harbor provides housing and case management to men suffering from a combination of mental illness, substance abuse, HIV/AIDS and other catastrophic illnesses. Financial assistance for rent, utilities, housing repairs, etc is available for persons with AIDS who are homeless or at risk of being homeless.

### **Ryan White Services**

#### **ETHRA**

Phone: 865-691-2551

9111 Cross Park Drive, Suite D-100, 37923

Website: [www.ethra.org](http://www.ethra.org)

#### **Service:**

#### **Consortium Regional Lead Agency Services**

ETHRA contracts on behalf of the East/Northeast Tennessee Ryan White Title II Consortium with local agencies for delivery of services needed for a continuum of care for HIV/AIDS infected and affected individuals. Contracted services include counseling, medication assistance, case management, health care services and a regional needs assessment.

#### **Housing**

The applicant must be medically diagnosed HIV positive, be a resident of one of the 16 Tennessee counties served, have a household income of less than 200% of the Federal Poverty Level and demonstrate a need for housing assistance.

*Insurance Assistance Program*

Eligibility is determined by the Medical Care Managers by applying standards established by the U.S. Department of Health and Human Services under the Ryan White Comprehensive AIDS (CARE) Act and the Tennessee Department of Health. The applicant must be medically diagnosed as HIV positive, a resident of one of the 24 counties served by the East/Northeast Region Tennessee Ryan White Title II Consortium, have a household income of less than 300% of the federal poverty level and be a current insured person under an “adequate” health coverage policy.

*Regional Dental Program*

Eligibility is determined by a Medical care manager where the HIV positive individual is a client. The client must be: medically diagnosed as HIV positive, a resident of one of the 24 counties served by the East Tennessee Ryan Title II Consortium, have exhausted all other benefits and payment options.

**Samaritan Ministry**  
**Central Baptist Church of Bearden**  
6300 Deane Hill Drive, 37919  
Website: [www.samaritancentral.org](http://www.samaritancentral.org)  
Service:

Phone: 865-450-1000 ex. 827  
Fax: 865-584-2249  
Email: [smithmw@usit.net](mailto:smithmw@usit.net)

This ministry serves people living with HIV/AIDS through direct support as well as a network of service providers. Office Hours: Vary

## **Housing Services & Affordable Locations**

### **Habitat for Humanity**

501 Washington Avenue, 37917

Website: [www.knoxvillehabitatforhumanity.com](http://www.knoxvillehabitatforhumanity.com)

Phone: 865-523-3539

Fax: 865-522-8081

#### Service:

Habitat for Humanity is an independent, nonprofit, ecumenical Christian housing *partnership* with those in need. Program is available for low income families who are able to pay a 20 year no interest mortgage, and must be willing to contribute at least 500 hours of sweat equity. Hours: Varies, based on availability of volunteers. Office Hours: Monday – Friday from 9:00AM – 5:00PM

## **Homeward Bound Programs**

### **CAC (Community Action Committee)**

2247 Western Avenue, 37921

[www.knoxcac.org](http://www.knoxcac.org)

Main Office Phone: 865-546-3500

Fax: 865-546-0832

#### Services:

This department provides a variety of programs to assist the homeless to achieve self-sufficiency. All programs offer comprehensive and integrated case management, outreach, crisis assistance, job, life, and basic skills training, GED preparedness, budget management, parenting classes, employability classes, housing placement and transportation assistance and other supportive services related to a customer's goal of achieving self-sufficiency. Office Hours: Monday – Friday from 8:00AM - 4:45PM

#### EMERGENCY SHELTER GRANT PROGRAM (ESG)

The ESG provides cash resources to the staff to better serve the homeless clients of the above listed programs. Items regularly acquired through this grant include housing deposits, first month's rent, utility deposits, and other supportive services.

#### FAMILIES IN NEED (FIN)

A HUD funded intensive case management program for individuals and families residing in shelters & transitional programs to promote total independence from public assistance. Housing placement, employment, educational endeavors, life skills, and advocacy are all components of this program.

#### PROJECT SUCCEED

A HUD funded program that offers outreach and long term case management to individuals & families residing in homeless shelters or transitional housing. Housing placement, advocacy, parenting classes, budgeting, employability, & adult education are some of the supportive services provided. Case management is available for as long as the client needs to become self-sufficient.

#### REACH (*Resources Extended to Assist the Chronically Homeless*)

Is a HUD funded street outreach and case management program for individuals & families who stay in camps, vehicles, & under bridges. The purpose is to bring people into shelters and/or housing, while addressing employability & substance abuse concerns.

#### STRANDED TRAVELERS

Individuals & families who become stranded in the Knoxville area due to no fault of their own & have a legitimate work or medical destination, may receive travel assistance. Proper identification, verification of home, job and /or medical appointment is required. For gasoline assistance, a valid driver's license, insurance & current vehicle registration is required. This service is provided as funding is available.

**HUD (Housing Urban Development)**

Phone: 865-545-4370

John J. Duncan Federal Bldg.

710 Locust Street, 3<sup>rd</sup> Floor, 37902Website: [www.hud.gov](http://www.hud.gov)

Service:

*Programs of HUD* describes the major mortgage, grant, other assistance, and regulatory programs of the Department. It is through these programs that HUD works to fulfill its mission of increasing homeownership opportunities, promoting access to decent affordable housing, strengthening communities through economic development, ensuring equal opportunity in housing and promoting participation of faith-based and community organizations. Office Hours: Monday – Friday from 7:30AM – 4:15PM

**KCDC (Knoxville Community Development Corporation)**

Phone: 865-403-1100

901 Broadway Street NE, 37917

Fax: 865-594-8791

Website: [www.kcdc.org](http://www.kcdc.org)

Services:

*General Housing Program*

KCDC's affordable housing opportunities include a variety of properties designed for families, seniors and disabled residents. KCDC provides affordable housing to citizens who qualify under certain income limits and social services, which provide services for the residents by trained social workers and teachers. Office Hours: Monday – Friday from 7:30AM – 4:00PM.

*Section 8*

Phone: 865-403-1234

KCDC administers two types of Section 8 housing: The Housing Choice Voucher Program, which is tenant-based assistance, and the Moderate Rehabilitation Program, which is property based assistance. Both programs provide rental assistance to low-income families in the private rental market. Qualified applicants may obtain quality housing in the neighborhoods of their choice using a Housing Choice Voucher. The unit, selected by the applicant, must pass the required inspection guidelines and a required rent reasonable assessment. Applications are only being accepted for elderly, disabled, and homeless individuals. Office Hours: Monday – Friday from 8:00AM – 4:30PM

**KCDC Properties***MODERATE REHABILITATION PROPERTIES*

Jacksboro Arms Apts.  
5021 Jacksboro Pike

Pruitt Place Apts.  
121 Pruitt Place

Southmont Apts.  
1415 Moody Avenue

*PREMIER PROPERTIES*

North Ridge Crossing  
712 Breda Drive  
Phone: 865-403-132

Valley Oaks  
3504 Oak Branch Circle  
Phone: 865-403-1320

*-Elderly Only-*  
The Verandas  
107 Flenniken Avenue  
Phone: 865-403-1384

The Vista  
957 East Hill Avenue  
Phone: 865-403-1304

Passport Housing  
2020 Minnesota Avenue  
Phone: 865-403-1320

*-Elderly Only-*  
The Manor at Northgate  
4301 Whittle Springs Road  
Phone: 865-403-1410

Lonsdale Homes  
2020 Minnesota Avenue  
Phone: 865-403-1350

*-Elderly Only-*  
Northgate Terrace  
4301 Whittle Springs Rd  
Phone: 865-403-1400

*-Elderly & Disabled-*  
Residences at Eastport  
317 McConnell Street,  
Phone: 865-403-1390

### CONVENTIONAL PROPERTIES

Austin Homes  
957 E. Hill Avenue  
Phone: 865-403-1300

Autumn Landing  
6331 Pleasant Ridge Road  
Phone: 865-403-1422

*-Elderly/Disabled Adults-*  
Cagle Terrace  
515 Renford Drive  
Phone: 865-403-1310

*-Elderly/Disabled Adults-*  
Guy B Love Towers  
1171 Armstrong Avenue  
Phone: 865-403-1360

*-Elderly/Disabled Adults-*  
Isabella Towers  
1515 Isabella Circle  
Phone: 865-403-1340

*-Elderly/Disabled Adults-*  
Lee Williams Sr. Complex  
317 McConnell Street  
Phone: 865-403-1390

Mechanicsville  
1621 Jourolman Avenue  
Phone: 865-403-1420

Montgomery Village  
4530 Joe Lewis Road  
Phone: 865-403-1380

Nature's Cove  
2639 Bakertown Rd #1201  
Phone: 865-403-1422

Walter P. Taylor Homes  
317 McConnell Street  
Phone: 865-403-1390

Western Heights  
1621 Jourolmon Avenue  
Phone: 865-403-1420

### **Knox County Housing Partnership, Inc.**

109 Winona Street, 37917

Website: [www.khp.org](http://www.khp.org)

#### **Service:**

KHP offers innovative and interactive workshops for both homebuyer and financial fitness education. High quality workbooks and other educational materials are presented by knowledgeable teachers and bring the best training available to you at a convenient location. Office Hours: Monday – Friday from 8:00AM- 4:30PM Class sessions & times vary.

Phone: 865-637-1679

### **Knoxville Area Urban League**

1514 East Fifth Avenue, 37917

Website: [www.thekaul.org](http://www.thekaul.org)

#### **Services:**

The Urban League is a HUD approved non-profit counseling agency; in 1971 we became the first non-profit agency in Tennessee to be so designated. Today, our counseling program is well recognized throughout the state of Tennessee for the quality of work we do and the outcomes we achieve. Office Hours: Monday – Friday from 8:30AM – 5:00PM. Our core programs include:

- Pre-purchase Housing Counseling
- Homebuyer Education
- Budget and Credit Counseling
- Fair Housing Education
- Foreclosure counseling
- Renters' Rights
- Mortgage assistance
- HECM Reverse Mortgage Counseling

Phone: 865-524-5511

Fax: 865-525-5154

## USDA Rural Development

4730 New Harvest Lane, Suite 300, 37918

[www.rurdev.usda.gov](http://www.rurdev.usda.gov)

Service:

### Housing Preservation Grant

This program provides grants to sponsoring organizations for the repair or rehabilitation of low and very low-income housing. The grants are competitive and are made available in areas where there is a concentration of need.

### Rural Housing

Rural Housing Site Loans are loans made by HCF Program to provide financing for the purchase and development of affordable housing sites in rural areas for low- and moderate-income families. Loans are made to acquire and develop sites for housing to be constructed by the self-help method, or for site development to build a home for any low- or moderate income family. Office Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.

## Selective Affordable Apartment Homes

(Most listed properties are Section 8 or HUD approved)

Adair Manor  
2116 Adair Drive  
Phone: 865-687-7531

2809 Valley View Dr  
Phone: 865-693-3300

5700 Pleasant Ridge Rd.  
865-357-2712

Arbor Place Apts.  
300 Hall of Fame Drive  
Phone: 865-523-9303

*-Elderly/Disabled/County-*  
Candler Ridge Plaza Apts.  
3405 Harrow Gate Lane  
Phone: 865-938-3394

*-Elderly/Disabled-*  
Dogwood Terrace  
8729 Middlebrook Pike  
Phone: 865-690-0313

Big Oaks Apts.  
3807 Middlebrook Pike  
Phone: 865-637-1343

Castle Ridge /Castle View  
1230 Cassell Valley Way  
Phone: 865-357-2712

Dunhill Apts  
1036 Dunhill Way  
Phone: 865-521-9150

Bradford View Apts.  
7010 Natural Trail Blvd.  
Phone: 865-470-8686

Chapman Square  
121 Taliwa Court  
Phone: 865-573-1000

Flennigan Square Apts.  
500 Flennwood Way  
Phone: 865-577-2599

Bridalwood Apts.  
2601 Bridalwood Drive  
Phone: 865-693-3300  
*-Elderly/Disabled-*  
Broadway Towers  
1508 McCroskey Avenue  
Phone: 865-524-4092

*-Elderly/Disabled-*  
Cedar Springs Apts.  
364 Cedar View Way  
Phone: 865-693-3644

Flenniken Landing  
Support Housing  
115 Flenniken Avenue  
865-577-1980

*Caprice*  
Forest Creek Apts.  
322 Forestal Drive  
Phone: 865-689-6115

Creek Ridge Apts.  
Green Hills Apts.  
1930 Natchez Avenue  
Phone: 865-523-1731

Golf View Apts.  
3318 Valley View Drive  
Phone: 865-951-6608

Hialeah Apts.  
206 Gayview Drive  
Phone: 865-573-5775

Hiawassee Squares  
176 Hiawassee Avenue  
Phone: 865-525-9007

Hillside Place  
2050 Edgeview Way  
Phone: 865-281-0067

Holston Court Apartments  
130 Holston Court  
Phone: 865-300-0532

Holston Ridge  
1230 Mystic River Way  
865-971-3700

Kensington Forest Apts.  
404 Tammy Drive  
Phone: 865-938-4200

Knoxwood Hill Apts.  
2627 Wimpole Avenue  
Phone: 865-633-9930

Lyon's Den Apts.  
3610 Lyons Way  
Phone: 865-673-8314

Maple Sunset  
709 E. Inskip Drive  
Phone: 865-599-0965

Meadow Wood Apts.  
4000 Pleasant Ridge Rd.  
Phone: 865-522-0801

Sunset Rill Apts.  
235 Carta Rd  
Phone: 865-523-4922

Sutherland Apts.  
3500 Sutherland Avenue  
Phone: 865-946-7552

*-Elderly/Disabled-*  
Morningside Garden Apts.  
1800 Linden Avenue  
Phone: 865-523-4133

Morningside Hill Apts.  
2040 Dandridge Ave  
Phone: 865-523-6763

Norwood Manor Apts.  
5237 Tillery Road  
Phone: 865-689-2312

Oak Crest Apartments  
904 Knotty Oaks Way  
865-577-3526

One South Place  
1311 Bertie Rand Street  
Phone: 865-609-2144

Peaks of Knoxville  
4013 Peaks Landing Way  
865-687-7777

Pine Ridge Apts.  
4700 Schubert Road  
Phone: 865-688-6991

Prestwick Ridge Way  
415 Prestwick Ridge Way  
Phone: 865-609-2144

Ridgebrook Apts.  
2121 Ridgebrook Lane  
Phone: 865-523-7771

River View Park  
3219 River Maple Way  
Phone: 865-524-2990

Sutherland Square  
410 Harry Street  
Phone: 865-544-1445

Tanglewood Apts.  
4501 Tillery Rd  
Phone: 865-689-4112

Rocky Top Apartments  
1810 Rocky View Way  
Phone: 865-689-8580

Southwood Apts.  
2710 Sevier Avenue  
Phone: 865-573-2775

South Court Apts.  
2980 Severe Avenue  
Phone: 865-332-2495

South Ridge Apts.  
1311 Bertie Rand St.  
Phone: 865-690-2144

Stratford Arms  
4628 Holston Drive,  
Phone: 865-524-9115

Stonewall Apts. # 1  
3423 Sevier Avenue  
Phone: 865-573-6911

Stonewall Apts. #2  
5022 Chapman Hwy  
Phone: 865-577-8208

Summercrest Apts.  
3930 Summercrest Way  
Phone: 865-281-8729

*-Elderly/Disabled-*  
Summit Towers  
201 Locust Street  
Phone: 865-525-5069

Sunnybrook Apts.  
4500 Doris Circle  
Phone: 865-922-9124

Tillery Ridge Apts.  
1716 Merchants Drive  
Phone: 865-688-4673

The Pine Apts.  
1233 Francis Road  
Phone: 865-690-5301

Trevor Trace Apts.  
500 E. Red Bud Rd  
Phone: 423-956-1608

*-Elderly/Disabled-*  
The Residences at Eastport  
549 McConnell Street  
Phone: 865-403-1154

*-Elderly/Disabled-*  
Townview Towers  
1100 Townview Drive  
Phone: 865-525-1262

Williamsburg Village Apts.  
5005 Inskip Rd, NE  
Phone: 865-688-7531



## **LEGAL ASSISTANCE**

### **Community Law Office**

Public Defender Office

1101 Liberty Street, 37919

Website: [www.pdknox.org](http://www.pdknox.org)

Service:

The Community Law Office offers a continuum of services for individuals accused of a crime but unable to pay for legal counsel. By empowering clients to create a life skills development plan, the CLO offers individuals an opportunity to restructure their life: a lifestyle makeover. The CLO works to reach beyond the traditional professional responsibility of legal counsel for clients. Hours: Monday – Friday from 8:30AM – 5:00PM.

Phone: 865-594-6120

### **Community Mediation Center, Inc.**

912 S. Gay Street, Suite L300, 37902

Website: [www.2mediate.org](http://www.2mediate.org)

Service:

The Mediation Center works with cases on a variety of issues from multiple courts including, General Sessions, Juvenile, and Child Support court. They also work on cases from District Attorney Referrals. Medication center works with parties to help solve problems and disputes. Monday – Friday 9:00AM – 4:30PM

Phone: 865-594-1879

### **Knoxville Bar Association Lawyer Referral Service**

505 Main Street Suite 50, 37902

Website: [www.knoxbar.org](http://www.knoxbar.org)

Service:

KBA is designed for those who can't afford legal services. They will arrange a consult by phone or in-office visit to speak with an attorney directly regarding legal situations. Office Hours: Monday – Thursday from 9:00AM– 12:00 Noon & 1:00PM – 4:00PM, Fridays from 9:00AM – 3:00PM

Phone: 865-522-6522

Fax: 865-523-5662

### **Legal Aid of East Tennessee**

502 South Gay Street Suite 404, 37902

Website: [www.laet.org](http://www.laet.org)

Service:

Legal Aid provides legal services to low income families. Legal Aid deals strictly with civil law; **no** criminal law cases are accepted. Income guidelines apply. Office Hours: Monday – Friday from 8:30AM – 5:00PM

Phone: 865-637-0484

Fax: 865-525-1162

### **Legal Clinics@**

#### **University Of Tennessee**

1505 W. Cumberland Avenue, 37996

Website: [www.law.utk.edu](http://www.law.utk.edu)

Service:

This program provides legal representation by third year law students under supervision at U.T. school of law. Clients must be residents of Knox County and low-income to be eligible. Office Hours: Monday – Friday from 8:00AM – 5:00PM (primarily September – April).

Phone: 865-974-2331

### **College of Law's Legal Clinics**

Advocacy Clinic

Business Law Clinic

Domestic Violence Clinic

Environmental Law Clinic

Family Mediation Clinic

Externships

Immigration Clinic

Homer A. Jones, Jr. Wills Clinic

Innocence/Wrongful

Convictions Clinic

## 1-888-aLEGALz

### Service:

1-888-aLEGALz was created by a coalition of Tennessee legal groups and Memphis-based International Paper. Together, they have joined forces to fund and operate a toll-free phone line offering legal information and referrals to low-income Tennesseans. aLEGALz will assist Tennesseans in finding resources to deal with civil legal issues. Those who cannot afford a lawyer may call the line at 1-888-253-4259 and leave a message any time. Calls will be returned by a licensed Tennessee lawyer. Tennesseans may use the aLEGALz line to request information and referrals on a range of civil law issues, including, but not limited to the following:

Family Law	Debt Relief	Health Care Access
Divorce	Bankruptcy	Medicare
Child Support	Home Foreclosure	Home Repairs Scams
Child Custody	Car Repossession	Contract Disputes
Domestic Violence/Stalking	Credit Card Lawsuits	Employment Issues
Orders of Protection	Benefits	Employment Problems
Housing	Social Security/SSI	Discrimination Claims
Housing Issues	Medicaid	Unemployment Benefits
Landlord/Tenant Disputes	Consumer Issues	Education Issues
Repair Issues	Consumer Fraud	Enrollment
Eviction	Predatory Lending	Discrimination
Debt & Collection	Welfare/Food Assistance	Suspension

## **PARENTING CLASSES/SUPPORT SERVICES**

### **211- East Tennessee Information & Referral**

**Phone: 211**

#### **United Way of Greater Knoxville**

Service: 211 provide a free, easy to use comprehensive information and referral system which links people in need with appropriate health and human service resources. Services answer non-emergency questions on a wide range of subjects. Office of Operation: Every day from 8:00AM – 11:00PM.

### **311- City of Knoxville**

**Phone: 311**

Service: One number, one call is what the City of Knoxville 311 customer service center is all about. City residents can dial 3-1-1 to access information about services provided by the City.

*Dial 3-1-1 to Access info on These City Services & More!*

- |                     |                      |                   |
|---------------------|----------------------|-------------------|
| • Athletics         | • Garbage            | • Recycling       |
| • Brush Pickup      | • Complaints         | • Solid Waste     |
| • Codes Enforcement | • Leaf Pickup        | Information       |
| • Dead Animal       | • Parking Tickets    | • Street Light    |
| Pickup              | • Parks & Recreation | Outages           |
| • Dirty Lot Cleanup | • Pothole Repair /   | • Storm Drains    |
|                     | Streets              | • Street Cleaning |

### **ASAP (Adoption Support and Preservation)**

**Phone: 888-848-2727**

131 Cherokee Heights Drive, Maryville, 37801

Website: [www.tnasap.org](http://www.tnasap.org)

Service:

ASAP is an innovative program that supports adoptive families and children across Tennessee as they create and maintain important connections with each other and helpful service agencies. ASAP teaches families how to ensure a successful adoption. Any family with an adopted child who was formerly in custody of the Tennessee Department of Children's Services and who is currently 18 years of age or younger, is eligible to participate. Office Hours: Monday – Friday 8:30AM – 5PM

### **Assurance Wireless**

**Phone: 1-800-392-3850**

Service:

Eligibility varies by state. You may qualify based on participation in any of the following programs: Medicaid, Food Stamps, SSI, TANF, Federal Public Housing Assistance or Section 8, the National School Lunch Program's Free Lunch Program, and LIHEAP.

### **CASA of East Tennessee**

**Phone: 865-329-3399**

Cherokee Mills Building, Suite 101

**Fax: 865-329-3311**

2250 Sutherland Avenue, 37919

Website: [www.casaofeasttn.org](http://www.casaofeasttn.org)

Service:

CASA stand for Court Appointed Special Advocates. CASA volunteers are ordinary citizens, specially trained to work alongside attorneys and social workers as officers of the court appointed by the judge to speak up for abused and neglected children. CASA of East Tennessee serves Knox, Blount, Sevier, Hamblen, and Jefferson Counties. Office Hours: Monday – Friday from 9:00AM – 5:00PM

**Catholic Charities**

Phone: 865-524-9896

119 Dameron Avenue, 37917

Website: [www.ccetn.org](http://www.ccetn.org)Email: [info@ccetn.org](mailto:info@ccetn.org)**Services:***C.H.A.P. (Columbus Home Assisting Parents)*

This program is home-based parent education and supportive case management, assisting families who do not qualify for other types of intervention. Tailored to each family's needs, in order to prevent abuse, neglect or out-of-home placement of children, services are ideally provided for a period of 3-6 months.

*Immigrant Services: (Dameron Location)*

Phone: 865-544-0577

Client and community education, assistance and advocacy. Office Hours: Monday – Friday from 8:30AM -4:30PM

*Parent Place (Division Location)*

Phone: 865-544-0577

Parent Place provides a welcoming, neutral and safe home where children regularly visit with their non-custodial parents, grandparents or other relatives when there are concerns for the children's well-being. Office Hours: Monday – Friday from 8:30AM – 4:30PM

**Centro Hispano de East Tennessee**

Phone: 865-522-0052

2455 Sutherland Avenue, 37919

Website: [www.centrohispanotn.org](http://www.centrohispanotn.org)**Service:**

*Centro Hispano de East Tennessee* is a resource center whose main purpose is to provide a variety of services and programs that serve the Hispanic community and encourage the recognition and celebration of the culture, heritage and contributions of Hispanics in the East Tennessee region and beyond. Office Hours: 12 Noon – 9pm Monday – Thursday, 8AM – 4PM Friday.

*Centro Hispano de East Tennessee* is designed to bridge that gap, serving multiple functions such as:

- a gathering place
- a source of essential information that will enable Hispanics to participate fully in their community
- a link to valuable community resources
- a place to celebrate Hispanic heritage, and
- an advocacy voice on issues specific to the Hispanic community

*Centro Hispano* will be a welcome place to our newest neighbors to help ease their introduction to Knoxville and East Tennessee.

*(Continue Centro Hispano de East Tennessee)*

Spanish

Centro Hispano de East Tennessee es un centro de recursos y su propósito principal es de proveer una variedad de servicios y programas para servir a la comunidad Hispana y de fomentar el reconocimiento y la celebración de la cultura, el patrimonio y las contribuciones de los Hispanos en la región del Este de Tennessee y más allá.

Centro Hispano de East Tennessee está diseñado para servir de puente, sirviendo de múltiples funciones como:

- un lugar para reunirse
- una fuente de información esencial que les permitirá a los Hispanos participar completamente en su comunidad
- un vínculo a valiosos recursos en la comunidad
- un lugar para celebrar el patrimonio Hispano, y
- una voz de apoyo en asuntos específicos de la comunidad Hispana

Centro Hispano será un lugar de bienvenida a nuestros vecinos más nuevos que ayudará a facilitar su llegada a Knoxville y al Este de Tennessee.

**Child Advocacy**

Phone: 865-594-6658

**ETCCY (Tennessee Commission on Children and Youth)**

East Tennessee Commission on Children

531 Henley Street, 7<sup>th</sup> Floor, 37902

E-mail: [www.lindsey.cody@tn.gov](mailto:www.lindsey.cody@tn.gov)

**Service:**

TCCY is an independent state agency that advocates for improvement in the quality of life for children and families; collects and disseminates information for the coordination of policies, programs, and services; and administers and distributes funding for teen pregnancy prevention programs and for improvements in juvenile justice. The Commission staffs and coordinates nine regional councils, including the East TN Council on Children and Youth. The regional councils address local needs of children and families; provides local input to the Commission. Council members include any professional or citizen interested in affecting the lives of Tennessee's Children. The East TN Council on Children and Youth, a non-partisan, non-profit organization, meets at least four times per year and participates in many regional projects.

**Child Care Resource & Referral**

Phone: 865-974-7750

**University of Tennessee**

877-584-0596 (toll free)

**Service:**

This program serves parents by providing a list of state licensed child care programs that meet individual family needs by location, ages of children, hours care is needed and any special services. Callers should have zip codes ready for their home and work locations or any other zip code near them where child care would be convenient. Office Hours: Monday –Friday from 8:00AM – 4:30PM

Childcare Services

**Complaint Hotline:** 800-462-8261 (toll free)

A toll free number is provided for parents to receive information about licensed agencies they are considering for care of their children. Parents can also call this number to make complaints about the care their children are receiving. The goal is to provide a safe environment for children in day care and to improve the quality of care children receive in licensed agencies.

**Childhelp Children's Center of East Tennessee**

2505 Kingston Pike, 37919

Website: [www.childhelp.org](http://www.childhelp.org)**Service:**

Childhelp offers help to abused children and their families across the U.S., its territories and Canada through the National Child Abuse Hotline, 1-800-4-A-CHILD®. Child abuse prevention, education and training programs are being taught in schools across the country through our [Good-Touch/Bad-Touch®](#) curriculum. Office Hours Monday – Friday 8AM – 5PM

Phone: 865-637-1753

Fax: 865-544-7150

**CONNECT Ministries**

2340 E. Magnolia Avenue, 37917

**Service:**

C.O.N.N.E.C.T. (Community Organization Networking Neighborhoods Encouraging Change Together) Ministries is a front –line hands on community resource center.

Phone: 865-851-8005

Fax: 865-851-8011

*Urban Cowboy*

Restoration Program for past offenders. This program creates job opportunities for men re-entering from prison who are at high risk of recidivism, with support services including life skills, job readiness, and employment training along with case management, mentoring and counseling. Office Hours Monday – Friday 9AM – 2:30PM

**Family Caregiver Support****ETHRA**

9111 Cross Park Drive, Suite D-100, 37923

Website: [www.ethra.org](http://www.ethra.org)**Service:**

The National Family Caregiver Support project provides in-home and community based respite services to family caregivers along with information, referral, limited counseling services and in-home caregiver training services. Caregivers of persons over 60 and Grandparents or other senior relatives who are the primary caregivers of children not more than 18 years of age are eligible. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Phone: 865-691-2551

**Florence Crittenton**

1531 Dick Lonas Road, 37909

Website: [www.fcaknox.org](http://www.fcaknox.org)**Services:***CAPS (Child and Parenting Skills)*

The Child and Parenting Skills (CAPS) program of The Florence Crittenton Agency is an education/support group for first-time teen parents with identifiable high-risk factors. This program operates within the school system and meetings are held during school hours. The educational program focuses on parenting a child less than two years of age. Parents are assisted in nurturing the physical, emotional, social, and cognitive development of their individual child. Each parent and child is recognized as unique individuals worthy of healthy, nurturing love. The CAPS program offers support group meetings and home visits. Individualized support is provided along with a chance to share common experiences, feelings, and information with peers.

Phone: 865-602-2021

Fax: 865-602-2039

*NPA (New Pathways Academy)*

NPA is FCA's on-campus private alternative school providing educational services to residents and day students that cannot go out to public schools due to alcohol and drug treatment, zero tolerance, and/or emotional and behavioral problems. NPA serves females grades 6-12. Both residential and non-residential students (day students) attend this school. There is a fee for day students. NPA operates a summer session.

**Girl Scouts of Tanasi Council**

1567 Downtown West Blvd., 37919

Website: [www.tanasi.org](http://www.tanasi.org)**Service:**

The Girl Scouts – Tanasi Council provides an informal educational program to any girl in grades K-12. The core of the program is leadership and character development. All activities are geared toward the mission - “building girls of courage, confidence and character who make the world a better place”. Volunteer adult mentors work with girls to accomplish the goals the girls establish. Training and support services are provided to adults and hundreds of program activities are available to girls. Call for additional information or to join. Office Hours: Monday – Friday from 8:00AM -5:30PM and Saturday from 9:00AM – 1:00PM.

Phone: 865-688-9440

800-474-1912 (toll free)

**Helen Ross McNabb Center**

201 W. Springdale Avenue, 37917

**Children and Youth Center** 600 Arthur Street 37921Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)**Service:**

Phone: 865-637-9711

Fax: 865-637-1278

Phone: 865-523-8695

**Healthy Families East Tennessee**

Healthy Families East Tennessee is an in-home visitation program that serves first-time parents. As an in-home visitation program, support and education is provided through individual, group and case management services. The program is designed to prevent child abuse and neglect through education, intervention and strengthening the family. Services are provided as needed until the child is of school age. Emphasis is placed on:

- medical check-ups
- immunizations
- family planning
- developmental screenings
- early brain development and stimulation
- school readiness

**Mother Goose**

Mother Goose is a community outreach program that focuses on the brain development of infants. The program teaches crucial interaction in the formative first steps of an infant's life. The program creates important infant stimulation groups for children up to 30 months of age. Parents or caretakers focus on visual development, knowledge needs, and language skills of their infant. Mother Goose teaches parents how to interact with their children, and how to stimulate their children's curiosity and develop their concentration using play, music, and reading or reciting stories. The program has 12 groups each month and is \$5.00 a session per family. Families can purchase a Season Pass that is good for 1 year. The Season Pass is accepted at both locations.

**Nurse-Family Partnership**

Nurse-Family Partnership provides home visits to low-income, first-time mothers. A trained registered nurse visits each mother-to-be in her home, and they continue to meet until the child reaches age 2. Together, they build a plan for how to successfully raise a healthy and safe baby. Enrollees must be first time mothers who are less than 28 weeks pregnant.

**Regional Intervention Program**

Regional Intervention Program (RIP) is a 12-24 week behavior modification program for children ages 2-6. The program is designed to simultaneously decrease the child's unwanted behaviors while strengthening social skills and empowering parents to set developmentally appropriate limits and consequences for their child.



### Partners for Child Abuse Prevention

Partners Against Child Abuse is dedicated to promoting the health and safety of children by reducing child abuse and neglect. Using the evidence-based Nurturing Parents curriculum, the program facilitates more than 10 parenting groups a week in Knox County and surrounding counties. Parents are encouraged to gain skills, knowledge and personal self-sufficiency. The groups are free of charge and help parents understand that when they nurture themselves, they are nurturing their entire family. Other lessons include topics like: keeping children safe, preventing drug use and abuse, self-esteem and conflict management.

### Parenting Classes

This course meets DCS and juvenile court requirements for parent education. Participants must attend six class sessions (12 hours) in order to receive a certificate of completion. Childcare is not provided. The class is offered on an ongoing basis, so participants may begin at any time. Classes Tuesdays: 10AM – 12 Noon and Thursdays: 4PM – 6PM.

### Parent Education and Training Program

The Parent Training program provides education and assistance to parents whose children have been identified as having potential developmental delays. The program's staff will work with the family from the time the child is born until the child is 5 years old.

Services provided:

- ASQ Assessment
- Coordination and facilitation of services
- Education
- In-home assistance
- Referral to community resources

### **Hispanic Chamber of Commerce of East Tennessee**

Phone: 865-659-4652

P.O. Box 31552, 37930

Website: [www.hccet.org](http://www.hccet.org)

Service:

The Hispanic Chamber of Commerce of East Tennessee promotes the start and growth of Hispanic businesses through networking and technical assistance and also serves as a unique link between these businesses and mainstream businesses in this region. The primary purpose of the Chamber is to promote the industrial, commercial, social and civic welfare of the Hispanic population of East Tennessee, thereby enhancing the overall East Tennessee community as a whole.

### **HUGS (Help Us Grow Successfully)**

Phone: 865-215-5193

### **Knox County Health Department**

140 Dameron Avenue, 37917

Website: [www.knoxcounty.org/health](http://www.knoxcounty.org/health)

Service:

HUGS is a Care Coordination Program developed by the Tennessee Department of Health-Maternal and Child Health Section to provide home visiting/care coordination services to pregnant, postpartum women, infants, and young children. The program is in conjunction with Children's Special Services. Office Hours: Monday – Friday from 8:00AM – 4:30PM



**Lifeline****SafeLink Wireless**Website: [www.safelinkwireless.com](http://www.safelinkwireless.com)**Service:**

Lifeline Assistance is part of a program that was created by the government to provide discounted or free telephone services to income-eligible consumers. Through our Lifeline service you will receive free cellular service, a free cell phone and free minutes every month.

Enrollment Phone: 1-800-977-3768

Technical Support: 1-800-378-1684

**Office On Aging****CAC (Community Action Committee)**

2247 Western Avenue, 37921

Website: [www.knoxcac.org](http://www.knoxcac.org)**Service:*****Grand Parents as Parents Program***

Grandparents as Parent Program provides support, information, and referrals to community resources. Now, trained Volunteer Advocates can assist grandparents through the Juvenile Court custody process with information, guidance and support. There is no age or income requirement to join the free program. Office

Hours: Monday – Friday from 8:00AM – 4:30PM

Main Office Phone: 865-524-2786

**Parenting Classes- YWCA**

420 West Clinch Avenue, 37902

Website: [www.ywcaknox.com](http://www.ywcaknox.com)**Service:**

The YWCA offers a 12-hour certificate class for divorcing parents, single parents, and people desiring to improve their parenting skills. The class is taught by YWCA's professional staff. They are approved by the certification committee of Knox County Fourth Circuit Court. Topics include: ages and stages of development, divorcing parents, step families, behavior problems in children, remaining single, and how to be a good parent. Contact for enrollment and more information.

Phone: 865-523-6126

**Relative Caregiver Program****Omni Community Health**Website: [www.omnicommunityhealth.com](http://www.omnicommunityhealth.com)**Service:**

To provide a comprehensive regional support network to promote family stability for children who are at risk of, or have been the victim of, abuse and neglect through ensuring their continued successful development in the care of relative caregivers. RCP uses existing and published DCS guidelines. Referrals to program may be made through DCS or CSA, court, advocacy organization, schools, community agency, or self-referral.

Office Hours: Monday – Friday from 9:00AM -5:00PM

Phone: 865-376-3464

Fax: 865-376-3433

**Safe Families for Children**

318 Erin Drive, Suite 10, 37919

Website: [www.safe-families.org](http://www.safe-families.org)**Service:**

Safe Families for Children has offered sanctuary to thousands of children, minimizing the risk for abuse or neglect and giving parents the time and tools they need to help their families thrive. The ultimate goal is to strengthen and support parents so they can become Safe Families for their own children. SFC provides short term housing for families in crisis. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-257-1883

**The Joy of Music School**  
1209 Euclid Avenue, 37921

**Website:** [www.joyofmusicschool.org](http://www.joyofmusicschool.org)

**Service:**

The Joy of Music School provides quality music education programs for financially disadvantaged youth. Children, who are interested in receiving music lessons and qualify for free/reduced lunch program at school, must be enrolled in school and must have transportation. Hours: Monday – Thursday from 10:00AM – 7:00PM and Friday from 10:00AM to 5:00PM

**WIC (Women, Infants and Children)**  
**Knox County Health Department**

140 Dameron Avenue, 37917

**Service:**

Prevent the occurrence of health problems and improve the health status of women, infants and young children. The program provides selected food and nutrition education.  
Monday, Wednesday, Friday from 8:00AM-4:30PM  
Tuesday & Thursday from 8:00AM – 6:30PM

Phone: 865-525-6806

Fax: 865-525-6003

Phone: 865-215-5000

## **Pregnancy Counseling & Services**

### **Florence Crittenton**

Crittenton Residential Services

1531 Dick Lonas Road, 37909

Website: [www.fcaknox.org](http://www.fcaknox.org)

Service:

Crittenton Residential Services are designed to meet the needs of pregnant or non-pregnant female adolescents ages 13 to 18 that have behavioral and emotional problems. These services are also available for those older teens who have completed a therapeutic program and are ready to prepare for off campus living. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-602-2021

Fax: 865-602-2039

### **HOPE Resource Center**

2700 Painter Avenue, 37919

Website: [www.knoxville.hope.com](http://www.knoxville.hope.com)

Service:

Are you facing an unplanned pregnancy? Are you considering all the options available to you? Would you like someone to listen to your concerns? The medical staff and consultants at HRC are ready to serve you during this time. HRC offers pregnancy and STD testing, confidential consultation, ultrasound (restriction apply), peer support and Parenting Classes for 1<sup>st</sup> time moms with benefits (Schedules run by semester). HRC also has a medical mobile clinic that visits. Office Hours: Monday from 9:00AM – 7:00PM, Tuesday & Wednesday from 9:00AM – 5:00PM, Thursday from 9:00AM – 1:00PM and Friday from 9:00AM – 5:00PM.

Phone: 865-236-0350

### **Knoxville Center For Reproductive Health**

1547 W. Clinch Avenue, 37916

Website: [www.kcrh.com](http://www.kcrh.com)

Service:

Knoxville Center for Reproductive Health is a small not-for-profit educational reproductive health center dedicated to providing women with a wide range of medical services, including pregnancy testing, routine gynecological care, medical abortion (Abortion Pill) up to 9 weeks, surgical abortion up to 16 weeks, Morning After Pill, family planning counseling, and contraceptive (birth control) options. Our goal is to deliver comprehensive yet low-cost reproductive services in a supportive, nonjudgmental, knowledge-based environment, which respects individual choice and religious practices and affiliations. Office Hours: Monday - Thursday from 9:00AM – 5:00PM and Friday from 9:00AM - 4:00PM

Phone: 865-637-3861

### **Lisa Ross Birth & Women's Center**

1925 Ailor Avenue, 37921

Website: [www.lisarosscenter.org](http://www.lisarosscenter.org)

Service:

The Lisa Ross Birth and Women's Center is an independent, non-profit birthing center located near downtown Knoxville. Our Center provides a home-like setting as a childbirth alternative to a traditional hospital environment. Our four Certified Nurse-Midwives provide prenatal and postpartum care and birth center, water birth and hospital delivery options. Our CNMs and Women's Health Nurse Practitioner also provide well-woman gynecology, including annual exams, pap smears, and family planning for women throughout the life cycle. Office Hours: Monday – Thursday from 8:00AM – 4:30PM

Phone: 865-524-4422

Fax: 865-523-3687

## **Planned Parenthood**

710 North Cherry Street, 37914

Website: [www.ppmet.org](http://www.ppmet.org)

Service:

This center provides counseling services for pre and post pregnancy services. Planned Parenthood also provides education regarding reproductive health services and is dedicated to providing women with contraceptive information, options counseling in times of unplanned pregnancies, as well as sound gynecological and medical care. Office Hours: Monday & Wednesday from 9:00AM – 5:00PM, Tuesday 10:00AM – 4:00PM, Thursday from 9:00AM – 7:00PM from Friday & Saturday (Open on alternating days) 8:00AM - 4:00PM

Phone: 865-694-7155

## **Pregnancy & Adoption Services**

119 Dameron Avenue, 37917

Pregnancy Help Center-UT Campus (Available by appointment only)

Website: [www.ccetn.org](http://www.ccetn.org)

Email: [info@ccetn.org](mailto:info@ccetn.org)

Service:

An unexpected pregnancy is a hard thing to face. You don't have to face it alone. We can help by listening and providing information you can trust. Talk to someone who really cares. (24 Hour helpline: 1-877-990-4673)

Office Hours: Vary Our services include:

- Free Pregnancy Testing
- Non-judgmental & Caring Advise
- Friendship & Emotional Support
- Medical, Legal & Educational Referrals
- Pregnancy & Prenatal Information
- Service Agency Referrals
- Adoption Information
- Pregnancy Options Information
- Post-Abortion Counseling

Phone: 865-212-4942

## **Project Rachel**

Service:

If you're suffering because of an abortion, don't suffer alone. Without a doubt, abortion can be one of the most traumatic experiences in a person's life. Often, with abortion, it seemed the only solution at the time. Feelings of grief, anxiety, guilt and anger are common not only for the woman who undergoes an abortion but for the man involved, relatives, friends and even medical personnel. The pain of loss is often buried initially but may be manifested by relationship difficulties, depression or other emotional or spiritual problems. Project Rachel is here to reach out to those hurting emotionally and spiritually after involvement with an abortion. **If you are experiencing any of these feelings or others, Project Rachel is here to assist you in your recovery.**

Our services include:

- Therapeutic Counseling
- Friendship & Emotional Support
- "Rachel's Vineyard" Weekend Retreats
- "Rachel's Vineyard" Healing & Recovery Program

Phone: 865-212-4942

## **SEXUAL ABUSE COUNSELING SERVICES**

**Amanda Smartt, LCSW**

Phone: 865-584-0171

### **The Northshore Group**

1111 Northshore Drive, South Tower, Suite 490, 37919

Website: [www.northshoregroup.com](http://www.northshoregroup.com)

#### **Services:**

Mrs. Smartt is an experienced licensed clinical social worker. Mrs. Smartt has counseling experience in several areas; however she does offer counseling for Victims for both adults and adolescents. Insurance coverage varies.

Office Hours: Monday – Friday from 8:00AM – 5:45PM

### **Alternative Counseling Center - Offender Groups**

Phone: 865-687-8990

3105 Essary Drive, 37918

Fax: 865-687-1190

Website: [www.alternativeshrinks.org](http://www.alternativeshrinks.org)

#### **Services:**

ACC is an association of several types of independent practitioners working together as a team in one location. ACC SO Groups are held on Mondays & Thursdays from 3:00PM – 5:00PM .Office Hours: Monday – Friday from 9:00 AM to 4:00PM \*Note Alternative Counseling also provides individual counseling services for both Victims and Offenders.\*

### **Complete Counseling North**

Phone: 865-688-0661

4420 Whittle Springs Road, Suite B, 37917

Fax: 865-688-5780

Website: [www.ccknoxville.com](http://www.ccknoxville.com)

#### **Services:**

Complete Counseling brings to Knoxville comprehensive mental wellness choices. Most any insurance provider is accepted. Complete Counseling provides Counseling for Victims and Offenders. Office Hours: Monday – Friday from 8:30AM – 5:00PM

### **Nan Buturff**

Phone: 865-539-1001

#### **Behavioral Strategies**

212 South Peters Road, 37923

#### **Services:**

Mrs. Buturff is an experienced counselor who provides counseling for Victims and Offenders, Offenders Group Counseling, and Psycho-Sexual Assessments. Office Hours: Monday – Thursday from 9:00AM – 5:00PM

### **Steppenstone**

Phone: 423-257-8600

P.O. Box 278, Limestone, TN 37681

Fax: 423-257-6975

Website: [www.steppenstone.org](http://www.steppenstone.org)

#### **Service:**

Steppenstone has outpatient and residential services for offender adolescent males. Office Hours Monday – Friday from 8:00AM – 5:00PM

### **VOCA (Victim of Crime Advocacy)**

#### **Florence Crittenton**

Phone: 865-602-2021

1531 Dick Lonas Road, 37909

Fax: 865-602-2039

Website: [www.fcaknox.org](http://www.fcaknox.org)

#### **Services:**

VOCA provides therapeutic and support services to teens that have been sexually or physically abused and are dealing with the trauma associated with that crime. Office Hours: Monday – Friday from 8:00AM – 5:00PM

## **SHELTERS/ Transitional Housing Programs**

Helen Ross McNabb Center

114 Dameron Avenue, 37917

Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)

Services:

### **The Runaway Shelter**

Phone: 865-523-2689

Surviving adolescence can be challenging. For some youth, life at home seems unbearable, and they run away. Other young people are given no choice but to leave home. By necessity, many youth face sudden and total independence with no support.

Homeless youth are at risk for abuse, victimization, substance abuse, prostitution, and suicide attempts. The Runaway Shelter provides a safety net of runaway prevention, crisis intervention, safe shelter and counseling services for runaway and homeless youth ages 12-18. The goal is to reunite youth with their families, giving them the tools to open the lines of communication and have a happier, healthier home life.

### **Safe Place**

Safe Place is a coordinated effort of local businesses in Blount and Knox counties and community volunteers to provide a 24-hr network of easily accessible places where youth can go if they need help quickly. To do this, we have placed a system of highly visible and universal signs at local establishments.

Awareness and education of this program includes:

- Actively recruiting local businesses to commit as Safe Place sites and training personnel to appropriately connect youth to our services.
- Conducting awareness and marketing activities in schools and locations in Blount and Knox counties where at-risk youth congregate. We want youth in trouble to see the Safe Place sign as a safe and smart place to seek help.
- Counseling families, helping ensure that youth return to a safe home environment.



### Youth Emergency Shelter

YES, Inc., formerly Youth Emergency Shelter, was established in 1975 by a group of concerned citizens to provide care for children with nowhere else to go. Since then YES has cared for thousands of children all across East Tennessee and beyond. YES is a temporary home and place of stability for children who need immediate care, where they receive everything necessary for daily life including a bed, food, clothing, hygiene care, safety education, counseling, and love. YES, Inc. also provides mentoring and therapeutic art programs for children.

- *IMPACT*, a mentoring program designed to match elementary school aged children with adults who provide stable educational, emotional, and developmental support.
- *YES ART* is a therapeutic art program designed to help kids build resilience and move beyond life's hurdles by promoting self-awareness, improving self-esteem and competence, and developing coping and control skills that will lead to a stronger future.

### Homeless Outreach Program

The Children and Youth Homeless Outreach Program is specifically designed to meet the needs of children ages 3 to 18 who are suffering from severe emotional disturbances related to homelessness. Outreach workers strive to enable children to cope with lifestyle stresses by offering treatment options within the community and by assisting with finding housing opportunities for their families. Program staff works closely with Knoxville area homeless shelters, schools and other community agencies to ensure that these goals are met.

### Street ART

The Street Adolescent Response Team (Street ART) is an outreach program to help youth who are homeless, have run away and those who are considering running away. We help with food, clean clothes, hygiene items, access to safe shelter and counseling. Street ART's mission is to decrease the incidents of exploitation and victimization for runaway and homeless youth.

Services provided:

- |   |                            |
|---|----------------------------|
| • Community education, awareness and prevention | • Survival aid             |
| • Street-based outreach                         | • Information and referral |
| • Assessment and screening                      | • Skill building           |
| • Access to emergency shelter                   | • Crisis intervention      |
| • Treatment and counseling                      | • Follow-up support        |

Youth LINC :: Transitional Living

Phone: 865-521-5652

Youth LINC is a transitional housing program that is specifically designed for the needs of homeless young adults or older youth who are at risk for becoming homeless. To meet their needs, the following services are made available to youth ages 17-21:

- Transitional housing in an agency-owned facility
- Financial assistance and support to locate permanent housing within the community
- Intake and assessment
- Case management
- Education and training
- Job readiness and employment assistance
- Substance abuse education, treatment and referral for treatment
- Mental health screening, education and referral for treatment
- Life and interpersonal skill building
- Parenting instruction and help with children
- Medical needs – education, referral and advocacy
- Community service opportunities
- Aftercare and follow-up care

**Elizabeth's Homes**

**Catholic Charities**

Phone: 865-971-3570 ext.108

119 Dameron Avenue, 37917

Website: [www.ccetn.org](http://www.ccetn.org)

**Service:**

Elizabeth's Homes assists families in the transition from homelessness, enabling them to live as independently as possible through the provision of supportive housing. Elizabeth's Homes can accommodate up to eight (8) families, providing housing in apartments and single-family homes scattered throughout the Knoxville area. The length of stay for residents is up to 24 months, with Catholic Charities providing rent assistance to each of the eight families for the two-year period. The goal of this transitional housing is to facilitate the movement of the families to permanent housing. Families must qualify for HUD. Office Hours: Monday – Friday from 8:30AM – 4:30PM

**Family Promise**

Phone: 865-584-2822

313 Harley Drive, 37919

E-Mail: [www.familypromiseknoxville.com](http://www.familypromiseknoxville.com)

**Service:**

Family Promise is designed to host up to 4 family units for a period of time. Family units consist of children 18 and under. Families must be clean and sober for a substantial amount of time. Cannot have a criminal history that includes violent or sexual offenses. Must be motivated to improve their situation. Office Hours: Monday – Friday from 7:30AM – 5:00PM



**Knox Area Rescue Ministries (KARM)**

Phone: 865-673-6540

418 N. Broadway Street, 37917

Website: [www.KARM.org](http://www.KARM.org)**Services:**

KARM has developed an established system of networking and referrals to enhance and expedite the housing and employment of their residents. When residents are eligible to seek employment and housing, KARM staff point them in the right directions while encouraging them to develop independence and self-reliance. In the event of any identifiable barriers, staff works diligently with the residents to overcome the barriers or to assist them in finding new opportunities. Office Hours: Monday – Friday from 8:30AM - 5:00PM. Housing programs are as followed:

**Samaritan Place** –Overnight shelter-Men only-**Hope Haven** – Overnight shelter-Women only-**Lazarus Hall** –Residential Recovery –Men only-**Serenity Shelter**-Residential Recovery –Women only-**New Life Inn Long term Residential**- Family unit with children**Minvilla Manor**

Phone: 865-524-3926

**Volunteer Ministry Center**

Fax: 865-524-7065

511 North Broadway Street, 37917

**Service:**

VMC operates 57 unit apartments building that are rent-subsidized by the local housing authority. These apartments are available for single, homeless men with some income. Residents are encouraged to participate in other VMC programs, which offer them the support they need to achieve self-sufficiency. Office Hours: Monday – Friday from 8:00AM – 5:00PM

**Salvation Army**

Phone: 865-525-9401

409 N. Broadway Street, 37917

**Services:****Family Shelter**

A supportive program designed to provide the necessities of life during an emergency for local families and individuals. Office Hours: Monday – Friday from 8:00AM-4:30PM

**Men's Shelter**

Phone: 865-525-9401

Serves homeless men who are not intoxicated. 24 Hours; 7 Days a Week

**YWCA-The Keys of Hope Women's Housing Program**

Phone: 865-523-6126

420 W. Clinch Avenue, 37902

Website: [www.ywcaknox.com](http://www.ywcaknox.com)**Service:**

The Keys of Hope Women's Housing Program houses women for up to two years, giving them the time needed to become responsible, independent, and empowered to overcome significant life obstacles. Whatever the reason for a woman's stay, the program's goal is to provide affordable housing in a safe environment with supportive services that promote self-sufficiency without regard to race, ethnicity, national origin, religion, sexual orientation, or disability. Only for women with no children in their care. Office Hours: Monday – Friday from 8:30AM – 5:00PM

## **TRANSPORTATION**

### **CAC (Community Action Committee)**

2247 Western Avenue, 37921

Services:

Phone: 865-524-0319

Fax: 865-546-9013

#### **DEMAND RESPONSE TRANSPORTATION:**

Knox County CAC Transit provides demand response transportation services for Knox County residents outside the city limits and for Knoxville residents who have no other means of transportation. Transportation services are available Monday through Friday from 8:00 a.m. to 5:45 p.m. Transportation services are limited by available funding. Fares may vary.

#### **JOB RIDE**

Knox County CAC Transit provides employment related transportation services for Knox County residents and persons with disabilities who cannot use the Knoxville Area Transit. Transportation services are available 24 hours a day, 7 days a week. Employment trips provided to neighboring counties. Side trips for delivering children to daycare allowed. Transportation services are limited by available funding. Fares may vary. Office Hours: Monday – Friday from 8:00AM – 4:45PM

### **Handicap License**

Phone: 865-215-2385

#### **Department of Transportation**

300 W. Main Street, 37902

Website: [www.knoxcounty.org/clerk](http://www.knoxcounty.org/clerk)

Service:

To apply for a “handicap” license or placard, pick up form for physician to complete. Call for information on application process and costs. Office Hours: Monday – Friday from 8:00AM – 4:30PM

### **KAT (Knoxville Area Transit)**

301 Church Street, 37915

Service:

Phone: 865-215-7800

Fax: 865-215-7820

Knoxville Area Transit offers a wide range of services and programs for the Knoxville community. We operate regular fixed route service throughout the city of Knoxville. Service times vary by route. Bus passes are available and students and seniors receive discounts. KAT Customer Service Office hours: Monday – Friday from 6:00AM – 10:00PM.

### **The Lift**

#### **KAT**

301 Church Street, 37915

Service:

Phone: 865-215-7800

TTY: 865-525-1525

Knoxville Area Transit offers transportation options for persons with disabilities through KAT and the LIFT service. For those individuals who are unable to use KAT and the LIFT service fixed route service, Para transit curb-to-curb service is available. You must be certified by KAT to use this service. This service operates the same hours as KAT's regular fixed routes. Services provided only within the city's limits. Office Hours: Monday – Friday from 8:00AM – 4:00PM

## TENNCARE RECIPIENT TRANSPORTATION

### Services:

This program is designed to provide transportation for medical appointments (Initial appointments and follow up). To arrange transportation you must contact the program under which you have insurance. Service is available for TennCare recipients without other means of transportation.

#### **Providers:**

United Health Community Plan  
7:00PM

Blue Care-Southeast Trans

#### **Phone Numbers:**

1-866-725-6270

1-866-473-7563

#### **Office Hours:**

Mon. – Fri. 7:30AM -

7 Day a Week 24 Hours

## **UTILITIES/Housing Repair Program**

### **CAC (Community Action Committee)**

2247 Western Avenue, 37921

[www.knoxcac.org](http://www.knoxcac.org)

Services:

#### **Center for Energy & Housing Services**

Main Office Phone: 865-546-3500

Fax: 865-546-0832

Phone: 865-637-6700

**EMERGENCY HOME REPAIR PROGRAM** is a county-wide program that provides emergency home repairs in cooperation with the City of Knoxville community development programs. This service enables people to stay in their homes and to remain independent. Applicants must meet income and other eligibility requirements.

#### **ENERGY EFFICIENT LIGHTING PROGRAM**

Through a partnership with Citgo-Venezuela, the CAC Energy and Community Services office is providing energy efficient compact fluorescent light bulbs (CFLs) to low income residents of Knox County in an effort to reduce home energy costs. Over the course of a year, a single CFL bulb can save an average of \$40 in home energy costs.

**HOME REPAIR PROGRAM** is a county-wide program that provides minor home repairs in cooperation with the City of Knoxville and Knox County community development programs. This service enables people to stay in their homes and to remain independent. Priority is given to elderly or disabled low income homeowners. Office Hours: Monday – Friday from 8:00AM – 4:45PM

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM** provides low income families with energy assistance. The program operates three components: regular heating or crisis prevention; emergency; and summer cooling. In addition, PROJECT HELP, a crisis intervention energy program and LOCAL HEAT RELIEF are coordinated through this office. Office Hours: Monday – Friday from 8:00AM – 4:45PM

#### **Neighborhood Centers**

This program provides emergency services, case management, information & referral for limited income people linking them with a broad range of social services. Special emphasis within the centers helps individuals to become self-sufficient. Office Hours: Monday – Friday from 8:00AM – 4:45PM

East- 4200 Asheville Highway

West- 2247 Western Avenue

South – 522 Maryville Pike

Phone: 865-546-5125

Phone: 865-524-3345

Phone: 865-577-7591

**PACE-10 RESIDENTIAL PROGRAM** is a KUB funded grant program and a voluntary no-interest loan program to help low-income homeowners make lateral repairs. Applicants must meet income and other eligibility requirements.

### WEATHERIZATION PROGRAM

This program aims at securing long term savings for low-income homeowners and renters by weatherizing their homes to reduce energy consumption, and thereby, reducing the home owner's utility bills Office Hours: Monday – Friday from 8:00AM – 4:45PM.

### **Keep My Tennessee Home**

Phone: 1-855-890-8073

Website: [www.KeepMyTNHome.org](http://www.KeepMyTNHome.org)

Service:

The Keep My Tennessee Home program provides loans to unemployed or substantially underemployed homeowners who, through no fault of their own, are financially unable to make their mortgage payments and are in danger of losing their homes to foreclosure.

### **KUB (Knoxville Utilities Board)**

Phone: 865-524-2911

445 South Gay Street, 37902

Fax: 865-594-7271

Website: [www.kub.org](http://www.kub.org)

Service:

KUB works with agencies and customers to coordinate assistance on utility bills. The Customer Counselors also work with agencies and their clients in an educational setting to promote affordable utility bills and housing. Office Hours: Monday – Friday from 8:00AM – 5:00PM

### **Ladies of Charity**

Phone: 865-474-9348

119 Dameron Avenue, 37917 (In Catholic Charities Bldg)

Fax: 865-546-5863

Service:

LOC provides emergency assistance when funds are available. Anyone in need must present a social security card for each individual requesting help or be accompanied by a social worker. There must be at least 9 months between each financial request.

Office Hours: Monday – Friday from 10:00AM – 1:00PM

### **Operation Backyard**

Phone: 865-524-2774

### **Knoxville Leadership Foundation**

901 Summit Hill Drive, 37915

Service:

Operation Backyard provides free home repair services for low-income homeowners. Work is provided by youth teams with adult supervision, so everyone benefits. Homeowners with limited income receive much-needed home repairs. Office Hours: Monday – Friday from 8:00AM – 5:00PM

### **Salvation Army**

Phone: 865-525-9401

409 N. Broadway Street, 37917

Fax: 865-524-7748

Service:

Salvation Army is designed to provide the necessities of life during an emergency for local families and individuals. Services include utility assistance. Office Hours: Monday – Wednesday from 8:00AM – 12:00PM

**The Refuge@**

Phone: 865-673-0235

**Volunteer Ministry**

511 North Broadway Street, 37917

**Service:**

The Refuge provides some financial assistance to different services (utilities & rent included) when funds are available. For more information, you must schedule an appointment to speak with a counselor. Office Hours: Monday – Friday (By Appointment) from 9:30AM – 2:30PM